

Paying your water and wastewater bill just got easier!

Pay online

Eliminate hassles,
reduce check writing,
and save a stamp!

PWD now offers FREE online payment services to view and pay your bill.

Registration is quick and easy.

Once you register, you will receive a monthly e-mail notifying you your bill is available. You can sign up to pay automatically or **pay at your convenience**.

You will still receive a monthly statement in the mail unless you choose the **paperless billing** option. Paperless billing benefits the environment and lowers costs by reducing paper consumption. And if you are worried about having a record of your bills, our online payment option features two years worth of online account history and printable bills.

Register now at www.pwd.org



1. Home Page

Go to www.pwd.org. Click on the Pay Online icon. This will bring you to your E Account home page. Here you can register for the first time and log on.



2. Register

Enter your account information exactly as it appears on your invoice. Include all the hyphens and spaces.



3. Verification

For security reasons, you will be asked to verify your correct billing address. NOTE: You will only be allowed one (1) attempt to select your correct address, so choose carefully.



4. User Name & Password

Choose a user name and a password. You may want to write it down for the next time you log in.



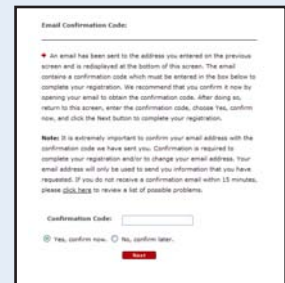
5. Go Paperless!

Check the "Yes" button next to the Go Paperless option. Enter your name and e-mail address of where you want your invoice reminder to be sent. Clicking "No," means you will continue to receive your invoice by mail.



6. Confirm Your E-mail Address

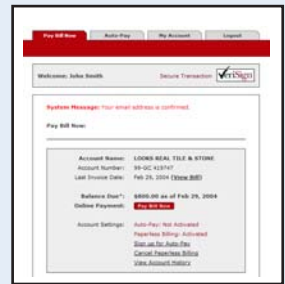
A confirmation code will be sent to the address you provide in the previous screen. Check your e-mail and look for our message with your confirmation number.



7. Pay Bill Now

Once you have completed the registration process, you can begin paying your bill online. Don't forget to set up Auto-Pay!

AutoPay



8. Explore Your Options!

Now that you're registered, use the tabs at the top of the web page to manage your account. Choose the **Pay Bill Now** tab to make a one-time payment, or select **Auto-Pay** to have your payment deducted from your checking account. Use the **My Account** tab to change your contact and login information.





Frequently Asked Questions

What is Pay Online?

It is a FREE online service that allows you to:

- View your invoices online with notification via e-mail.
- Sign up for Auto-Pay, a recurring payment option to have your bill paid automatically.
- Make one-time payments on your account with your checking or savings account.
- Select Go Paperless to stop receiving invoices through the mail.

What is Go Paperless?

In our continuing effort to maintain low rates, reduce paper usage, and to be responsive to customer input, we have implemented Go Paperless. After signing up for Go Paperless, you will begin receiving paperless invoices through our new Online Bill Presentation and E-Mail Notification system. At the time of each billing, an e-mail will be sent to your e-mail address notifying you of the availability of your invoice and other important notifications on our website.

Will I be able to view the important documents usually included with my statement if I Go Paperless?

Yes. Links to all regular notifications, notices about changes in service, and other program announcements and enhancements will be available on the Pay Online home page.

To receive E-Mail Invoice Notification or to view my invoice, do I have to participate in the Auto-Pay Recurring Payment Program?

No. You may sign up for e-mail invoice notification or you can view your invoice at any time. Having this information online provides our customers with easier access to their accounts, historical invoices and other important information and helps reduce paper usage.

Login Name and Password:

Your user name and password are unique identifiers that only you know. Once you register, only you can access your account information unless you personally share your information. If at any time you feel that your user name and password are no longer secure, you can change either one or both while viewing your account.

How secure is my billing and personal information?

We understand the importance of both security and privacy. We have used several methods to ensure your information is secure. Please feel free to review our Privacy Policy for detailed information.

Encryption:

All transactions are encrypted with the latest software and we utilize industry-leader Verisign to ensure the maximum security and privacy.

How long will it take after I have enrolled in the Auto-Pay program to begin paying my bill through automatic deduction?

The enrollment process takes one billing cycle. Before you enroll in the program, take a moment to pay your current bill with a one-time online payment and immediately following you can enroll in our Auto-Pay program for future invoices.

Is there a charge for using Pay Online?

No. Customers may sign up for Auto-Pay recurring payments or make one-time payments using their bank information, with no service fee. And you save the cost of a stamp!

Will I have a history of past invoices when I am viewing my current invoice?

Yes. Once you have registered and access your account information, your online history will be available for two years. We also offer a printable version of each invoice for your convenience.

Can I adjust the amount of my payment?

Yes. When you are making a one-time payment you may change it to any amount you wish to pay. If you participate in the Auto-Pay program for recurring payments, the full amount due will be deducted.

How will I know my payment has been made?

After you have submitted the information needed, a confirmation will be sent to you by e-mail. We recommend you keep a copy of this for your records. You will see the payment reflected on your account when you get the next online billing notification. Your payment amount will also appear on your bank account statement.

How do I establish regular recurring payment options?

When you are viewing your account, you have the option of subscribing to our Auto-Pay recurring payment program. At any time, whether you have made a one-time payment or not, you have the opportunity to sign up for our Auto-Pay automatic recurring payment program.

If I have multiple accounts, do I set up a separate registration for each one?

We have made it easy for you! You can add multiple accounts to one registration. All you need is the invoice for the account you wish to add and select Add/Remove Account.

I am already on the Direct Payment program; do I have to sign up again?

No, this plan is still in effect and will continue unless you contact customer service to cancel. But now you have the added benefits of viewing your bill(s) online and selecting paperless billing.

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