

AUTOMATIC PAYMENTS

AutoPay Enrollment

Residents can enroll in Automatic Payments, or AutoPay, from the AutoPay page in the Customer Portal.

The screenshot shows the City Water Customer Portal interface. At the top, there's a header with the City Water logo, 'WaterSmart Program', and a date 'April Showers'. Below the header is a navigation bar with links: Home, Billing (selected), Track, Take Action, and Settings. On the left, a sidebar menu lists 'Payment' (View Bill, Pay Bill, AutoPay) and 'Settings' (Bill Delivery Method, Bill Alerts). The main content area is titled 'AutoPay' and 'Manage AutoPay'. It states: 'AutoPay is the easiest way to pay your water bill. You can stop auto payments any time.' Below this, it shows 'AutoPay' status as 'OFF', 'Next Bill Due Date' as 'Feb 5, 2018', and 'Payment Method' as 'N/A'. At the bottom right, there is a blue button labeled 'Enroll in AutoPay'.

AutoPay in the VXsmart Customer Portal

Residents can choose a credit card, debit card or eCheck as a payment method for their AutoPay schedule and can choose to schedule payments on the bill due date, or on a particular day of the month.

The four screenshots show the step-by-step process of enrolling in AutoPay:

- Step 1:** The 'AutoPay' page for 'ABC UTILITY'. It shows 'Create New AutoPay > Utility Bill # 82864883-07'. Under 'Payment Method', there is an 'Add new' button and a 'Continue' button.
- Step 2:** The 'Add Payment Method' modal. It offers three options: Credit, Debit, and E-Check. The 'Credit' option is selected. Fields include Card Number, Cardholder Name, ZIP Code, CVV, and Expiration Date.
- Step 3:** The 'Frequency' selection screen. It shows 'Monthly - bill amount' selected and 'On the due date of each bill' as an option. A 'Schedule Day' dropdown is set to '15'. A note states: 'Please note that a payment for the amount on the bill will be processed each month on the specified schedule day. If schedule day is greater than the last day of the schedule month, then the last day of the month is used for the schedule day.' A 'Confirm' button is at the bottom.
- Step 4:** The 'Schedule Created' confirmation screen. It displays: 'Confirmation # 141278', 'Payment Type Utility Bill', 'Account # 82864883-07', 'Payment Method Visa ****4448', and 'Start Date 2018-01-26'.

Residents enrolled in AutoPay will see their settings reflected on the AutoPay page.

The screenshot shows the 'City Water' WaterSmart Program interface. The top navigation bar includes 'Home', 'Billing' (selected), 'Track', 'Take Action', and 'Settings'. A sidebar on the left contains 'Payment' (with 'View Bill', 'Pay Bill', and 'AutoPay') and 'Settings' (with 'Bill Delivery Method' and 'Bill Alerts'). The main content area is titled 'AutoPay' and features a 'Manage AutoPay' section. This section includes a toggle for 'AutoPay' set to 'ON', the 'Next Bill Due Date' as 'Feb 5, 2018', and the 'Payment Method' as 'Visa - 1234'. A 'Manage' button is located at the bottom right of the settings area.

City Water WaterSmart Program April Showers ▾

Home Billing Track Take Action Settings

Payment

- View Bill
- Pay Bill
- AutoPay**

Settings

- Bill Delivery Method
- Bill Alerts

AutoPay

Manage AutoPay

To change your AutoPay preferences, click the Manage button below.

AutoPay	ON
Next Bill Due Date	Feb 5, 2018
Payment Method	Visa - 1234

Manage