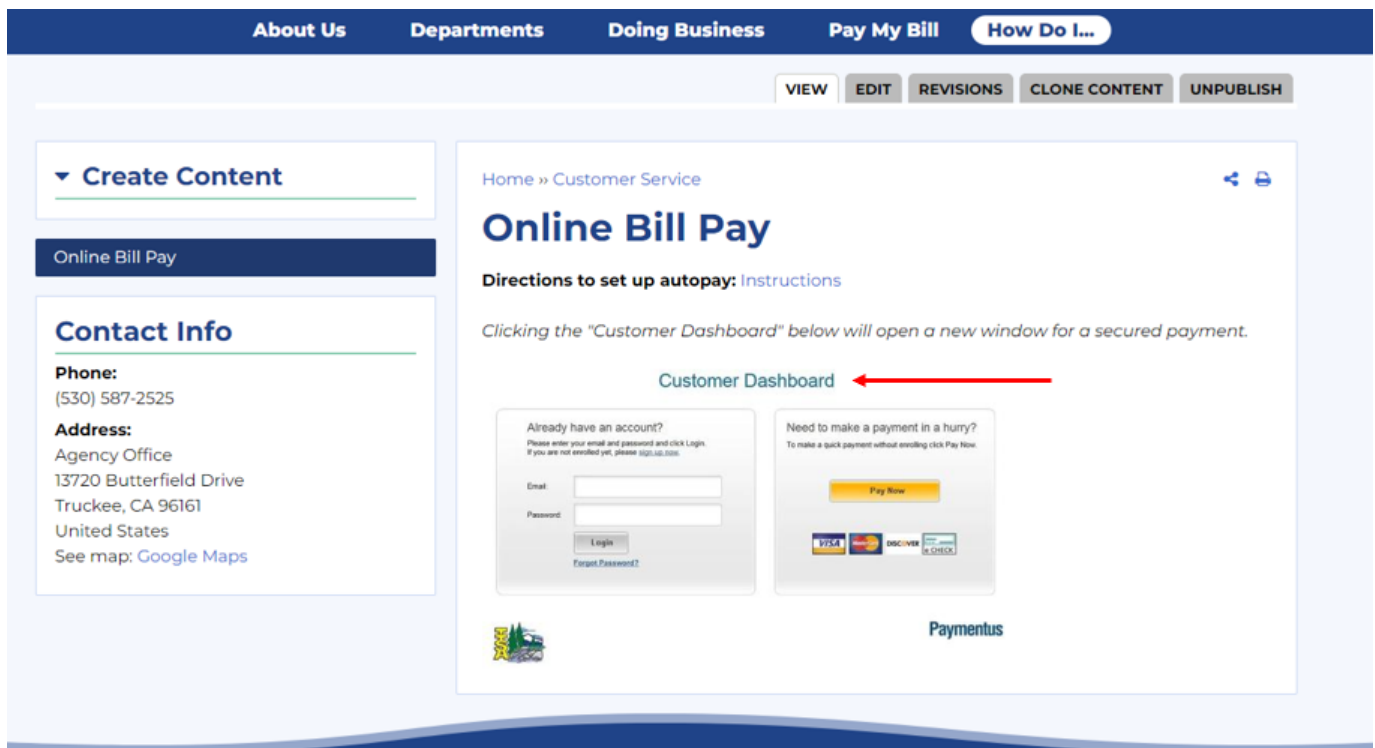


A. Finding the Payment Link

1. Click the "Pay My Bill" link. Then click "Customer Dashboard" to schedule recurring automatic payments.



B. Setting Up Your New Recurring Auto Pay

1. Click the Sign up now link (see arrow).

Note: Do not enter the email and password at this point. You will do that after you “sign up”

Already have an account?

Please enter your email and password and click Login.
If you are not enrolled yet, please [sign up now](#).

Email:

Password:

[Forgot Password?](#)

2. Enter all required profile information.

Required information has an asterisk * on the left side of the field.

Please follow the password instructions carefully to avoid delays in setting up your payment account.

Please enter all of the information below and click **Sign Up**.

My Profile Information

* First Name:

* Last Name:

* Email Address:

* Phone Number: () - ext.

* ZIP Code:

* Language Preference: English

Passwords must meet the following requirements:

- must be at least 6 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric characters are allowed

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

* Password:

* Re-enter password:

* Security Question 1:

* Security Answer 1:

* Security Question 2:

* Security Answer 2:

Sign Up

Cancel

3. Once you have successfully completed your enrollment, you will see the confirmation screen shown below.

You are now enrolled

First Name:	John
Last Name:	Doe
Email Address:	jdoe@email.com
Language:	English
Phone Number:	(530) 233-5555
Security Question 1:	What was your childhood best friend's name?
Security Answer 1:	****
Security Question 2:	What was the make of your first car?
Security Answer 2:	****

[Back to Login](#)

4. You will then return to the login screen and use your email/password to log into the system.

C. Scheduling an Autopay

1. Select the **Autopay** tab and click **Schedule an Autopay**
2. Enter your account number including the letter but without the dashes. Your account number is found in the upper right hand corner of your bill and begins with an **E, P, or N**. Click Continue.

Customer Dashboard

[Bills](#) [Payments](#) [Autopay](#) [Accounts](#) [Payment Methods](#)

[My Autopay](#) [Schedule an Autopay](#)

[Add Account](#) [Payment Information](#) [Confirm Payment](#)

Please enter all of the information below and click **Continue**.

Account Information

Payment Type: Utility Bill

* Account Number (without the dashes)

[Continue](#) [Cancel](#)

3. Select the Autopay frequency (On the Due Date – automatically pays on the day your bill is due), enter your payment information and click continue. Required fields have an asterisk *.

Customer Dashboard

Bills Payments **Autopay** Accounts Payment Methods

[My Autopay](#) [Schedule an Autopay](#)

Select Account Payment Information Confirm Payment

Please enter all of the information below and click **Continue**. Only fields marked with * are mandatory

Schedule Information

* Frequency: On the due date of each bill

Please note that a payment for the amount on the bill will be processed each month on the due date up to the maximum amount

Payment Information

* Payment Method: E-Check

* Account Type: --SELECT--

* Routing Number: []

* Account Number: []

Bank Name: []

* Account Holder Name: Jan Smith

[View Authorization Agreement for direct debit payment \(ACH Debit\).](#)

I authorize ACH direct debit payment (ACH Debit).

Continue Cancel

4. Review the summary details for your payment to make sure that everything is correct. Make sure to agree to the Terms and Conditions by **checking the box** and click **Submit** to register your recurring Autopay payment.

5. Once you have submitted your Autopay, you will see the confirmation screen and you will receive an email confirmation that your Autopay payment is setup in the system.
6. Please note when paying with a bank card, the expiration date of the card can affect your Autopay. The system will automatically email you one month prior to your bank card expiring. In order to avoid disruptions in your Autopay and possible late charges, please update your Autopay with your new card information.