

## **Online Bill Pay Instructions:**

Click on the `Online Bill Pay` button to access the Portal log in screen. You will then be taken to the Customer Portal Login Screen.

If you have not accessed the portal before, you will need to setup your account and password before you use the portal. To do this, locate on the bottom of the Customer Portal Login screen, the section called `First Time Customer Portal User`. Click on the `Enable Portal Access` button to enter your email address, account number, and a password use to access the Portal.

You can find your account number from your last bill.

You will need to enter the password you would like to use twice to make sure it is accurate.

Check the box next to `I agree to the Terms of Use for this website`

Then press the button `Enable Online Access Now`

If everything is in order, you will be logged in the Customer Portal and taken to the home screen of your account.

## **Payment Options in the Customer Portal**

There are a variety of convenient payment options included in the Customer Portal. The payment entry screens will be determined by the payment options you have. These may include:

1. ACH (e-Check): Initiate a single payment direct withdrawal from your US checking account. There is a Convenience Fee to cover the cost of providing this withdrawal.
2. Credit/Debit Cards: Initiate a single charge to your credit or debit card. Debit cards with the Visa or MasterCard logo are supported. There is a Convenience Fee to cover the cost of providing this transaction.
3. AUTO PAY: Enroll to have recurring automatic direct withdrawals from your US financial institution account for the amount of your monthly bill. There is a Convenience Fee to cover the cost of providing these withdrawals.

To enroll in AUTO PAY go to the website and click on the forms. Download and complete the AUTO PAY form and return it along with a voided check to: HIGHLANDS WATER COMPANY, 5880 Highland Drive, Mtn. Green, Utah 84050  
Restrictions may apply. Please call 801-876-2510 for information.

4. If you don't want to use the Customer Portal, you can also make payments by Check

or Money Order:

By Mail: Send payment along with payment stub from the bottom of your invoice to:

Highlands Water Company  
5880 Highland Drive  
Mtn. Green, Utah 84050

In Person:

Office Hours: VARY

After Hours: There is a locked drop box near the stairway to the office.

### **FAQs - Frequently Asked Questions**

1. Why am I charged a `Convenience Fee` when I make a credit/debit card or ACH/eCheck payment?

The `Convenience Fee` is collected simply to cover third party costs associated with providing the `Convenience` of using credit/debit cards or ACH/eChecks to make payments.

2. How do I enroll in, change, or cancel AUTO PAY (recurring automatic bank withdrawal)?

To enroll, please go to the Account button, then click the button near Sign Up for Auto Bill Pay-Credit Card, and then fill out and send the form

3. How will I know if payment was made by AUTO PAY (recurring automatic bank withdrawal)?

Your bill stub will show the word `automatic` in the amount due box.

4. When will my AUTO PAY come out of my bank account?

The billing due date is used to draw the payments from your bank account or, in some cases, charge your credit card. You should expect the balance due shown on your bill to be automatically withdrawn from your bank account on the due date.

If payment is not honored by your financial institution, a [\$30] service fee and any applicable interest and penalty will be assessed. In addition, your AUTO PAY enrollment may be canceled.