

How to change your autopay

Log into your account & follow the steps below.

Reminder – Credit cards are subject of a 3rd party convenience fee of \$3.05 or 3% whichever is greater To avoid the fee select Bank (ACH). Autopay is pulled within five (5) business days prior to the due date.

Step 1 – Select I want to manage my payment methods

The screenshot shows the user account dashboard. The 'Pay Bill' section displays the current due amount as \$0.00, with a due date of Friday, September 25, 2026. The 'Usage History' section shows a bar chart for Potable Water usage. The 'Message Center' section contains a notification about Auto/Recurring Payments. The 'Help' section lists various options, with a red arrow pointing to 'I want to manage my payment methods' under the 'Payment & Billing' category.

Pay Bill

Last Payment on 7/22/2025 \$33.31
Past Due \$0.00

Current Due
\$0.00
Due Friday, September 25, 2026

[VIEW CURRENT BILL](#) [MAKE A PAYMENT](#)

Message Center

Auto/Recurring Payments, which include ACH Bank Drafts and Recurring Credit Cards will be processed on or about 5 business days prior to the due date of the bill.

Usage History

POTABLE WATER

1.0
0.9
0.8
0.7
0.6
0.5
0.4
0.3
0.2
0.1
0

08/2024 10/2024 12/2024 02/2025 04/2025 06/2025 08/2025 10/2025 12/2025 02/2026 04/2026 06/2026 08/2026

Account History

[BILLS](#) [PAYMENTS](#)

Help

Payment & Billing

- I want to set up AutoPay
- I want to view my account history
- [I want to manage my payment methods](#)

Account Management

- I want to register a new account

User Profile

- I want to change my password
- I want to change my communication preferences

Step 2 – Add new payment method or delete current payment method & select to set up autopay

Manage AutoPay ?

The screenshot shows the 'Manage AutoPay' section. It features a table with columns for METHOD, EXPIRES, and PAYMENT OPTION. The table lists a 'Bank Account' with an 'AUTOPAY' icon. Below the table is a 'REMOVE AUTOPAY' button.

METHOD	EXPIRES	PAYMENT OPTION
Bank Account		
Bank Account ending in 1234	N/A	Pay Account Balance

[REMOVE AUTOPAY](#)

Saved Payment Methods

The screenshot shows the 'Saved Payment Methods' section. It features a table with columns for METHOD and EXPIRES. The table lists a 'Bank Account'. Below the table are two buttons: 'ADD NEW PAYMENT METHOD' and 'SET DEFAULT'. Red arrows point to these buttons.

METHOD	EXPIRES
Bank Account	
Bank Account ending in 1234	N/A

[+ ADD NEW PAYMENT METHOD](#) [SET DEFAULT](#)

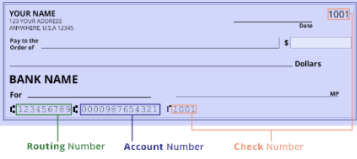
Step 3 – Select which payment method you want to add & enter that payment method information

Add Payment Source

☐   

☒ 

Select which payment you want to use
Credit cards - 3rd party fee
Bank (ACH) - no 3rd party fee



* Name on Account

* Routing Number

* Bank Account Number

* Confirm Bank Account Number

Bank Account Type

Checking

Input payment information here

☒ **Select box to use this payment method as the default for your autopay.**

☐ Use for recurring payments (AutoPay) that are processed on or about 5 days prior to the due date.



Click on Confirm once you have completed inputting the new payment method & selected the box if using for autopay

Step 4 – You successfully changed your payment method for autopay

AutoPay Enrollment Confirmation



You have successfully signed up for recurring payments (AutoPay). Thank you!

OK