



# Customer Portal & Autopay

## Step-by-step sign-up instructions

### Customer Portal Enrollment

Step 1:

Go to [link] to access Customer Portal

 **Make One Time Payment**

Pay your bill in 3 easy steps without registering. All you need is your account number from your paper bill.

Payments made prior to midnight will be posted to your account next day. Payments made after midnight will be posted within 48 hours. For each payment, you will receive a confirmation number for your records.

[Pay Now](#)

 **Login**

**Email\***

**Password\***

Don't have an account [Register Now](#)

[Login](#) [Forgot your password?](#)

Step 2:

Click “Register Now” and follow the prompt on the next page to fill in the required fields, then select “Enroll” at the bottom.



# Customer Portal & Autopay

 **New Account Information**

**Email Address**

Passwords must meet the following requirements:

- must be at least 10 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric and special characters are allowed, no spaces

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

**Strong**

**Password**

**Re-enter password**

**First Name**

**Last Name**

**Phone Number**

**ZIP Code:**

**Security Question 1**

**Security Answer 1**

**Security Question 2**

**Security Answer 2**



# Customer Portal & Autopay

Step 3: Enter your Account Number, select the Payment Type, then click “Add Account” after reviewing your fields

Customer Portal

-  Accounts
-  Pay My Bill
-  AutoPay
-  Bill History
-  Payment History
-  My Wallet
-  My Profile
-  Log out

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[Privacy Notice](#)  
[Privacy Notice to California Residents](#)  
[Bill Payment Terms and Conditions](#)  
[Payment Authorization Terms](#)  
[SMS Text Communication Terms and Privacy](#)

### Add Account

All fields are required unless labeled as optional.

Account Information

Payment Type

 Utility Bill

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Please enter your Account number, without the dash, as shown on your Bill.

Account Number

Paperless 

No  paper

E-Bill Notification For New Bills 

Receive email notification 

Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.



# Customer Portal & Autopay

### Where is my Account Number

**SPRINGFIELD WATER AND SEWER COMMISSION**  
P.O. Box 3688  
Springfield, MA 01101-3688  
collections@waterandsewer.org  
Website: www.waterandsewer.org  
413-452-1300

#### Account Statement

**ACCOUNT INFORMATION**

ACCOUNT: 000000-000  
LOT:  
BILLING DATE:  
DELINQUENT AFTER:

**METER READING**

Serial No	Previous Reading		Current Reading		Usage
	Date	Reading	Date	Reading	

**SPECIAL MESSAGE**  
Pay your bill by MAIL, OR... pay ONLINE at our website  
www.waterandsewer.org  
Please pay your bill by

**CURRENT ACTIVITY**  
S/W Meter City  
Water Usage @0.0267  
Sewer Usage @0.0436

**USAGE HISTORY**

Month	Prior Usage	Current Usage
SEP	450	450
OCT	400	400
NOV	420	420
DEC	380	380
JAN	410	410
FEB	390	390
MAR	430	430
APR	440	440
MAY	400	400
JUN	420	420
JUL	380	380
AUG	410	410

**ACCOUNT SUMMARY**  
PREVIOUS BALANCE  
PAYMENTS RECEIVED  
BALANCE FORWARD  
ADJUSTMENTS  
ADDITIONAL BILLING  
METER CHARGES  
NEW BALANCE  
**TOTAL AMOUNT DUE**

Step 4: You're All set! Now you can select "Back to Accounts" to pay your bill through Customer Portal.



# Customer Portal & Autopay

## How to set up AutoPay

Step 1: Click **AutoPay** within the navigation bar and then click **Add Schedule**.

The screenshot shows the Customer Portal navigation menu. At the top left is a hamburger menu icon and the Springfield Water and Sewer Commission logo. The main navigation bar includes the following items:

- Accounts
- Pay My Bill
- AutoPay
- Bill History
- Payment History
- My Wallet
- My Profile
- Log out

Below the navigation bar, the 'AutoPay' option is highlighted in a grey bar. Underneath this bar, there is a blue circular icon with a white plus sign and the text 'Add Schedule'.

At the bottom of the page, it says 'Powered by **Paymentus**' followed by several links: [Privacy Notice](#), [Privacy Notice to California Residents](#), [Bill Payment Terms and Conditions](#), [Payment Authorization Terms](#), [SMS Text Communication Terms and](#), and [Privacy](#).



# Customer Portal & Autopay

Step 2: Click **Add New** to add your Account Information. Dill in the required information and click **Continue**.

 Accounts

 Pay My Bill

 AutoPay

 Bill History

 Payment History

 My Wallet

 My Profile

 Log out

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[SMS Text Communication Terms and Privacy](#)

## Create New AutoPay

### Select an Account

 Utility Bill # 2505632513

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 Utility Bill # 3517580029

---

 Add new

---

**Continue**

### How to set up AutoPay

1. Select the *account*.
2. Choose your *preferred payment method*.
3. Determine the *frequency of payment* best suited for your needs.
4. Configure the *payment details*.
5. Choose how and when to be *notified of upcoming payment*.





# Customer Portal & Autopay

Step 5: Fill out the payment frequency details and then click **Create Autopay**.

Accounts | Create New AutoPay > Utility Bill # 3517580029

Payment Receipt

Frequency

Bill amount on the due date  Monthly - bill amount

End Date (Optional)

Select end date

Payment Amount

Payment Type

Checking Account

Routing Number

\*\*\*\*0024

Account Number

\*\*\*\*6789

View Authorization Agreement for direct debit against ACH Debit

I authorize ACH direct debit payment (ACH Debit).

By selecting the box, you authorize the above scheduled payments from the account shown. This authorization is valid until you cancel it through the customer portal or by calling your biller's customer service number. Cancellation requests must be received at least 3 business days before the next scheduled payment due date.

Back Create AutoPay

How to set up AutoPay

1. Select the account.
2. Choose your preferred payment method.
3. Determine the frequency of payment best suited for your needs.
4. Configure the payment details.
5. Choose how and when to be notified of upcoming payment.

Step 6: Your AutoPay setup is complete. Your Schedule Created information will now appear

Accounts | Create New AutoPay > Utility Bill # 3517580029

Schedule Created

Confirmation #	5306164
Payment Type	Utility Bill
Account #	3517580029
Payment Method	Checking Account ****6789
<a href="#">Effective date was moved to avoid duplicate payment</a>	
Start Date	Feb 2, 2025
End Date	Feb 8, 2025
Frequency	Monthly - bill amount
Schedule Day	1
Payment Amount	Bill Amount
Processing Fee	\$1.00
Total Amount	Bill Amount + Processing fee
Next Payment Date	Mar 1, 2025

Print Back to AutoPay

How to set up AutoPay

1. Select the account.
2. Choose your preferred payment method.
3. Determine the frequency of payment best suited for your needs.
4. Configure the payment details.
5. Choose how and when to be notified of upcoming payment.