



Customer Portal & Autopay



Step-by-step sign-up instructions

Customer Portal Enrollment

Step 1:

Go to <https://ipn.paymentus.com/cp/swsc> to access Customer Portal,
or use this QR code:



 Make One Time Payment	 Login
<p>Pay your bill in 3 easy steps without registering. All you need is your account number from your paper bill.</p> <p>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.</p> <p>Pay Now</p>	<p>Email*</p> <input type="text" value="someone@example.com"/> Password*
	<input type="password" value="Password"/> <p>Don't have an account Register Now</p> <p>Login Forgot your password?</p>

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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[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


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


Account Number

Without the dash

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.

Back to Accounts

Add Account



Customer Portal & Autopay

Where is my Account Number

SPRINGFIELD WATER AND SEWER
COMMISSION
P.O. Box 3685
Springfield, MA 01101-3685
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	
	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

USAGE HISTORY

CURRENT ACTIVITY

S/F Meter Only
Water Usage @0.0257
Sewer Usage @0.0436

ACCOUNT SUMMARY

PREVIOUS BALANCE
PAYMENTS RECEIVED
BALANCE FORWARD
ADJUSTMENTS
ADDITIONAL BILLING
METER CHARGES
NEW BALANCE

TOTAL AMOUNT DUE

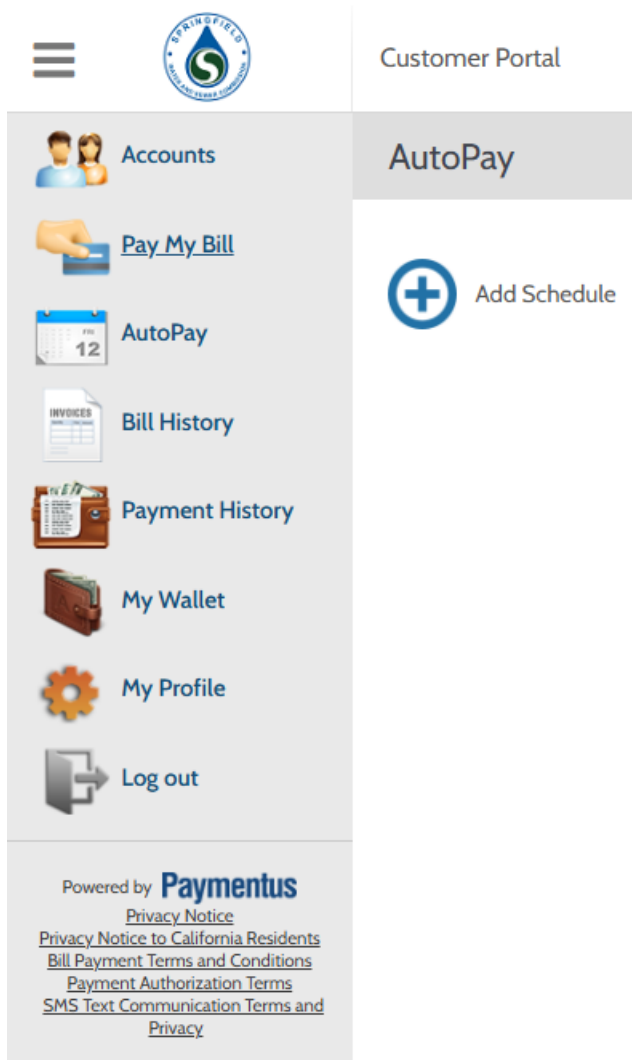
Step 4: You're All set! Now you can select "Back to Accounts" to pay your bill through Customer Portal.



Customer Portal & Autopay

How to set up AutoPay

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





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

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Create New AutoPay

Select an Account

☐ Utility Bill # 2505632513

☐ 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*.





Accounts


Pay My Bill


AutoPay

Bill History

Payment History


My Wallet

My Profile

Log out

Create New AutoPay > Utility Bill # 3517580029

Payment Method



Add new

Back

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*.

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Create New AutoPay > Utility Bill # 3517580Q29

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

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Payment Method

Add new

Back
Continue

Add Payment Method

E-Check
Debit
Credit
Digital Wallets

Where can I find my routing and account number?

* 123456789 0123456789 0123456789 0123456789 *

Routing	Account	Check OR	Routing	Check	Account
---------	---------	----------	---------	-------	---------

All fields are required unless labeled as optional.

Account Type
☐ Checking ☐ Savings

Routing Number

Account Number

Bank Name

Name on Account

☐ Set as default payment method

Back
Add



Customer Portal & Autopay

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

Accounts

Pay My Bill

AutoPay

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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 payment \(ACH Debit\)](#)

☐ 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

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Create New AutoPay > Utility Bill # 3517580029

Schedule Created

Confirmation #

5306164

Payment Type

Utility Bill

Account #

3517580029

Payment Method

Checking Account ****6789

Effective date was moved to avoid duplicate payment

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.