



## 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**

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\***  
someone@example.com

**Password\***  
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**  
janedoe@gmail.com

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**  
Jane

**Last Name**  
Doe

**Phone Number**  
5555555555

**ZIP Code:**  
12345

**Security Question 1**  
What was your first pet's name?

**Security Answer 1**  
Spot

**Security Question 2**  
What is your mother's maiden name?

**Security Answer 2**  
Doe

**Enroll** **Cancel**



## Customer Portal & Autopay

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

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Customer Portal

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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 

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 3688  
Springfield, MA 01101-3688  
collections@waterandsewer.org  
Website: [www.waterandsewer.org](http://www.waterandsewer.org)  
413-462-1300

**Account Statement**

**ACCOUNT INFORMATION**

ACCOUNT: **0000000-000**  

LOT:  

BILLING DATE  

DEULNQUENT AFTER:  

**METER READING**

Serial No	Previous Reading Date	Current Reading Date	Reading	Usage

**SPECIAL MESSAGE**  
Pay your bill by MAIL, OR... pay ONLINE at our website  
[www.waterandsewer.org](http://www.waterandsewer.org)  
Please pay your bill by

**CURRENT ACTIVITY**

518 Motor City	
Water Usage	00.0367
Sewer Usage	00.0436

**ACCOUNT SUMMARY**

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

**TOTAL AMOUNT DUE**

**USAGE HISTORY**

Month	Prior Usage (Gallons)	Current Usage (Gallons)
AUG	500	450
SEP	450	400
OCT	400	350
NOV	350	300
DEC	300	250
JAN	250	300
FEB	300	350
MAR	350	400
APR	400	450
MAY	450	500
JUN	500	550
JUL	550	600

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**.

A screenshot of the Customer Portal interface. The top navigation bar includes a menu icon, the Springfield Water and Sewer Commission logo, and the text 'Customer Portal'. The left sidebar contains links: 'Accounts', 'Pay My Bill', 'AutoPay' (which is highlighted in blue), 'Bill History', 'Payment History', 'My Wallet', 'My Profile', and 'Log out'. The main content area is titled 'AutoPay' and contains a large blue button with a white plus sign and the text 'Add Schedule'. At the bottom of the page, there is a footer with the text 'Powered by **Paymentus**' and links to 'Privacy Notice', 'Privacy Notice to California Residents', 'Bill Payment Terms and Conditions', 'Payment Authorization Terms', 'SMS Text Communication Terms and Privacy'.



## Customer Portal & Autopay

Step 2: Click **Add New** to add your Account Information. Fill 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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### 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*.



## Customer Portal & Autopay

Step 3: Follow the screen and input your desired payment method (e-check, debit, credit, and digital wallets) and then click **Continue**.

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*.

Step 4: The **Add Payment Method** screen will look like this. Fill in the desired information and then click **Add**.

Create New AutoPay > Utility Bill # 3517580029

**Payment Method**

Add new

[Back](#) [Continue](#)

**Add Payment Method**

[E-Check](#) [Debit](#) [Credit](#) [Digital Wallets](#)

Where can I find my routing and account number?

Routing      Account      Check      OR      Routing      Check      Account

All fields are required unless labeled as optional.

Account Type

Checking  Savings

<b>Routing Number</b>	<b>Account Number</b>
<input style="width: 100%; height: 25px; border: 1px solid #ccc;" type="text"/>	<input style="width: 100%; height: 25px; border: 1px solid #ccc;" type="text"/>
<b>Bank Name</b>	<b>Name on Account</b>
<input style="width: 100%; height: 25px; border: 1px solid #ccc;" type="text"/>	<input style="width: 100%; height: 25px; border: 1px solid #ccc;" type="text"/>

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

Bill History

Payment History

My Wallet

My Profile

Log out

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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

Accounts

Pay My Bill

AutoPay

Bill History

Payment History

My Wallet

My Profile

Log out

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Payment Notice to California Residents

Bill Payment Terms and Conditions

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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.