

DEFINITIONS:

Account Number

An 8-digit customer number belonging to an individual. The account/customer number can span multiple service locations.

Location Number

A 7-digit number belonging to a service location, sometimes referred to a service address.

Default Account Setting Features
Primary Contact = Owner(s)
Secondary Contact = Property Manager
Tertiary (Third) Contact = Tenant(s)
<ul style="list-style-type: none">• One account number shared by all contacts• Emergency phone calls to Primary Contact and Secondary Contact (ex. Boil Water Advisory)• All Contacts can update the Primary Contact phone, email, or bill delivery preferences• All Contacts can request a service call• All Contacts can log in with a unique ID and password to check balances on all locations under their account number• All Contacts can log in with a unique ID and password to single pay one or more service location(s) under their account number with a credit card (fee applies)• Autopay via bank draft or credit card available for Primary Contact only – pays all locations under their account number• Autopay via bank draft occurs on the 17th of each month – pays all locations under their account number (register by Noon on 16th)• Autopay via credit card (fee applies) – pays all locations under their account number (if registered by Noon on the 16th)• All Contacts may view balances under their account number via QuickPay (no login)• All Contacts may single pay locations under their account number by credit card via QuickPay (no login)• All Contacts may use their financial institution’s online bill pay feature to submit payment. Be sure to include the service location and account number.• All Contacts may view usage history, usage trend, and billing history for service locations under their account number• All Contacts may view <u>their own</u> payment information <u>only</u>. This is secured to the Contact’s username and password

Alternate Account Setting Features
Primary Contact = Property Manager or Tenant
Secondary Contact = Tenant or Property Manager
Tertiary (Third) Contact = Owner(s)
<ul style="list-style-type: none">• Individual account number for Primary and Tertiary Contact• Emergency phone calls to Primary and Secondary Contact (ex. Boil Water Advisory)• Each contact can update their own phone, email, or bill delivery preferences• All Contacts can request a service call• All Contacts can log in with a unique ID and password to check balances on all locations under their account number• All Contacts can log in with a unique ID and password to single pay one or more service location(s) under their account number with a credit card (fee applies)• Autopay via bank draft or credit card available for Primary Contact only – pays all locations under their account number• Autopay via bank draft occurs on the 17th of each month – pays all locations under their account number (register by Noon on 16th)• Autopay via credit card (fee applies) – pays all locations under their account number (if register by Noon on the 16th)• All Contacts may view balances under their account number via QuickPay (no login)• All Contacts may single pay locations under their account number by credit card via QuickPay (no login)• All Contacts may use their financial institution’s online bill pay feature to submit payment. Be sure to include the service location and account number.• All Contacts may view usage history, usage trend, and billing history for service locations under their account number• All Contacts may view <u>their own</u> payment information <u>only</u>. This is secured to the Contact’s username and password