Contents

Steps to create and maintain Utility Billing Account

Establish Resident Access Account:

[City of Wauwatosa Resident Access Portal (CLICK HERE)](#)

New Resident Access Portal for the City of Wauwatosa. This document will walk you through using the new Access portal and its features. Please click the link above to access the new navigation dashboard. Select the Tile/Icon of the portal you wish to visit.
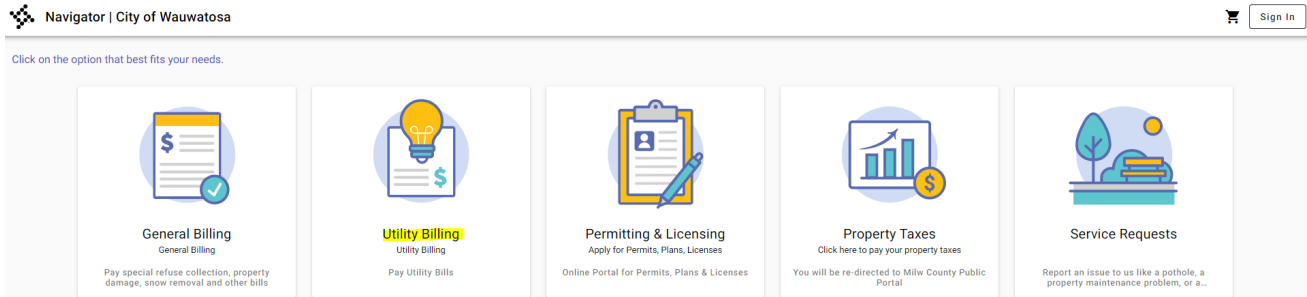
- "Quick Pay – Utility Account" will let you make a one-time payment without needing to register an account or sign-in.

- "Utility Billing" will give you full access to your customer service account
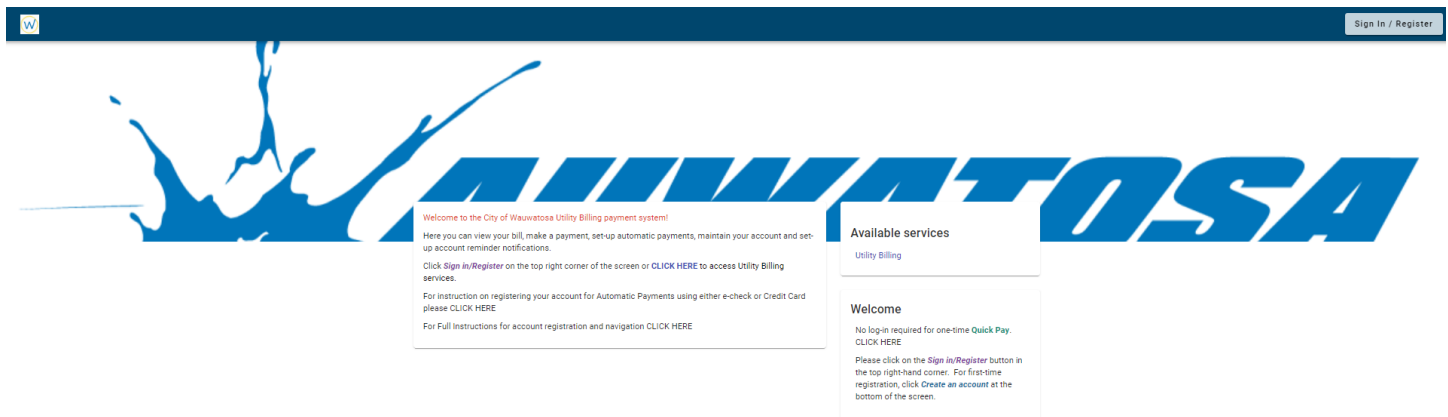
Click the **"Sign in / Register"** button in the upper right-hand corner of the screen

At the login screen you will have the ability to login by social media or by e-mail if you already have an account set up.

If you do not have an account, you can click "**Create an account**"

When registering for an account you will need to provide an e-mail address, name and phone number

Activation e-mail will come from noreply@municipalonlinepayments.com Please check your junk/spam folders

New Account Registration

Welcome to Municipal Online Services! You're receiving this email because you registered an account online. If you did not request this account, please disregard this email.

To activate your account please click the button below:

Activate Account

8/2/2024 9:36:46 AM

Note: Activation link expires in 24 hours, please log in again to receive a new activation email.

If you have an account and do not have the password you can click **"Forgot password"** link and proceed through the forgot password process. E-mail will come from noreply@municipalonlinepayments.com Please check your junk/spam folders.

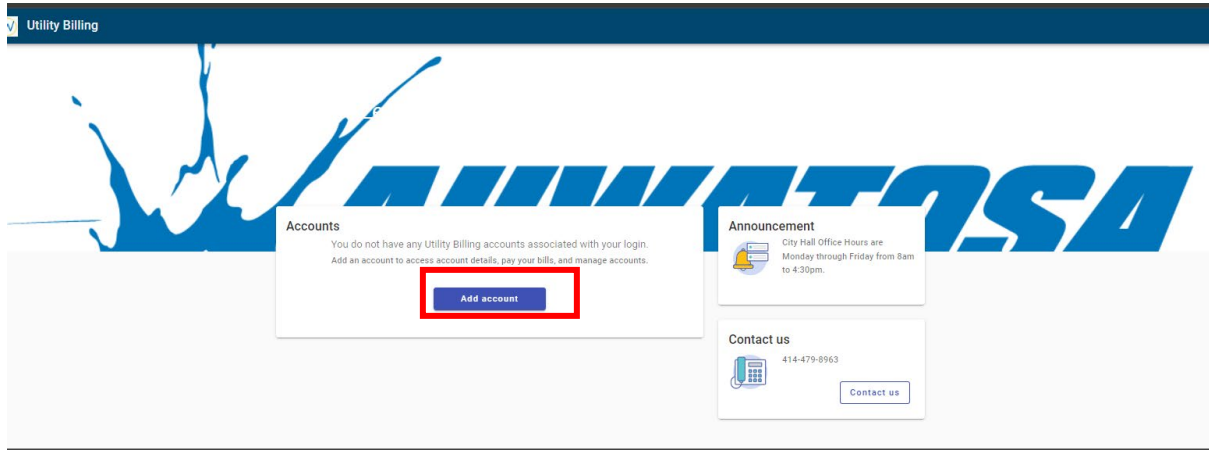**Verify with your password**

water@wauwatosa.net

Password

Verify

Forgot password?

Back to sign in

Add Utility Billing Account

- Click **"Add account"**

- Add account number & customer number, as found on your Utility Bill
  - Account number (6 digits) and Customer number (between 1-5 digits)
  - These numbers are located at the top of your Utility Bill. See example below.
- If you would like to set up your account before your new bill is issued, please contact the Water Business Office at by clicking the **"Contact us"**, by e-mail:water@wauwatosa.net or by phone: (414)479-8963, Option #3, if you should need any assistance.
- If you have more than one account, you can add them under the **"Manage accounts"**

Navigating Utility Billing

The left-hand side navigation menu allows you access information on your account. On the home page your current balance owed will display at the top of the screen. You will also have direct access to your Current bill and Last payment as well as a consumption graph of water usage.
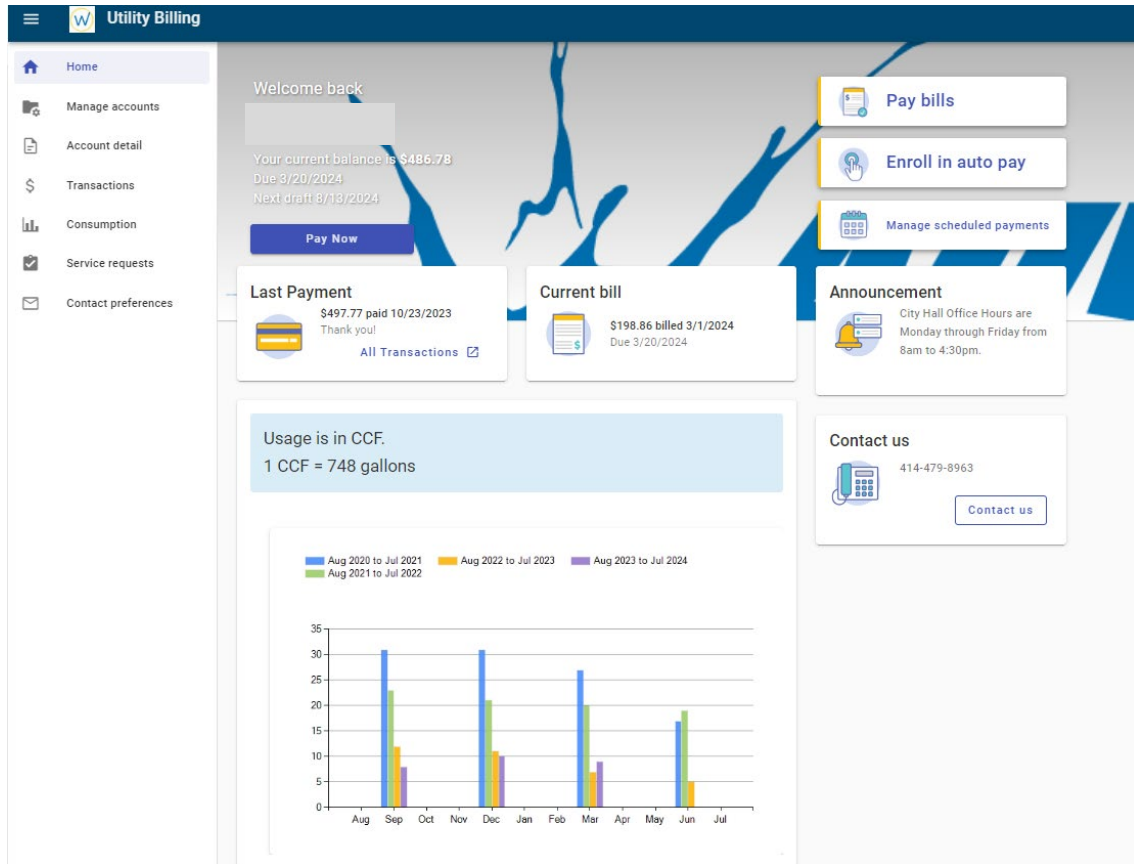
Manage Accounts

Will give you access to access your account(s). If you have multiple Utility Billing accounts in the City, you will be able to toggle between the accounts and/or add & remove accounts as needed
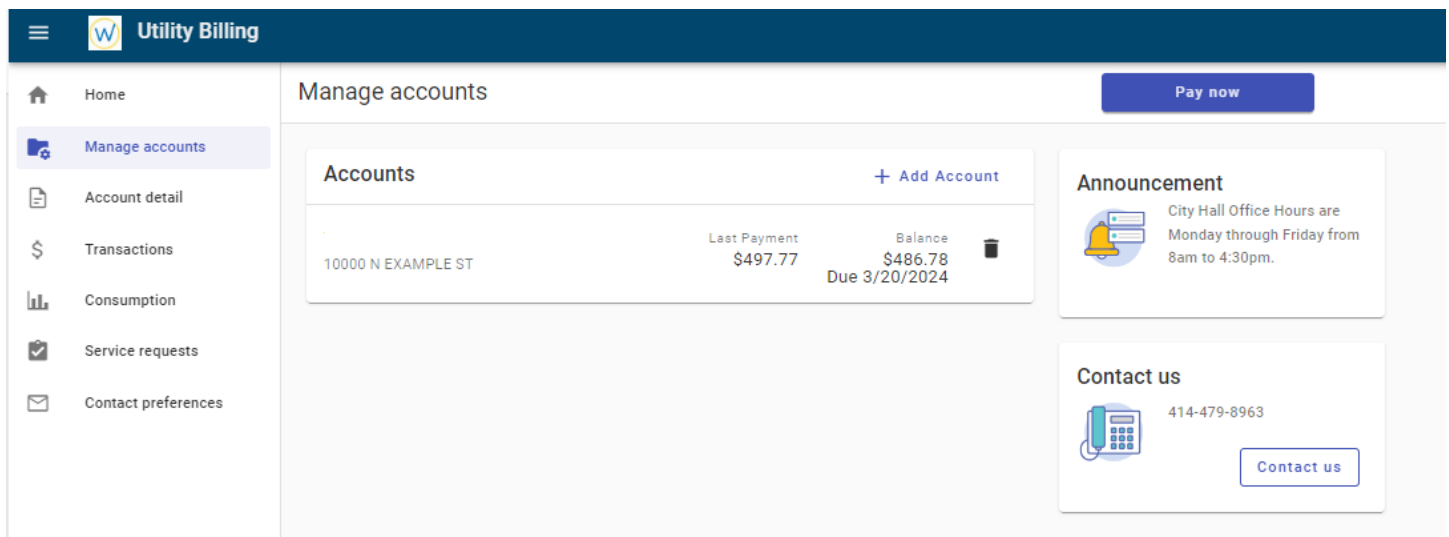
Account Detail

Will give you full details of your account: Account Summary, Metered Services, Non-Metered Services and bill copies in PDF. Under the account summary, you can update mailing address as needed and can Enroll in auto pay.

Transactions

This section will show a history of all payments, bills and penalties associated to the linked account. By default, this will filter for the last year, but you can adjust and filter for more or less time. If you click on "Bill", you can download a PDF copy of the desired bill.

Consumption

This section will show a graph of water consumption on the linked account. The consumption is tracked in 100's of cubic feet (CCF) which is equal to 748 gallons.

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Aug 2020 to Jul 2021	0	31	0	0	31	0	0	27	0	0	17	0
Aug 2021 to Jul 2022	0	23	0	0	21	0	0	20	0	0	19	0
Aug 2022 to Jul 2023	0	12	0	0	11	0	0	7	0	0	5	0
Aug 2023 to Jul 2024	0	8	0	0	10	0	0	9	0	0	0	0

Service Request

This section will allow you to notify the Water Business office if you are moving out.

Contact Preferences

This section will allow you to update your billing preference: E-mail only, Print only, or E-mail & Print. You can also manage your e-mail reminders for bills and auto payment reminders.

Make a one-time payment

On Home or Account detail tab

Select "**Pay bills**" to set up automatic payment using either e-check or Credit Card payment methods (VISA, MasterCard and Discovery only).
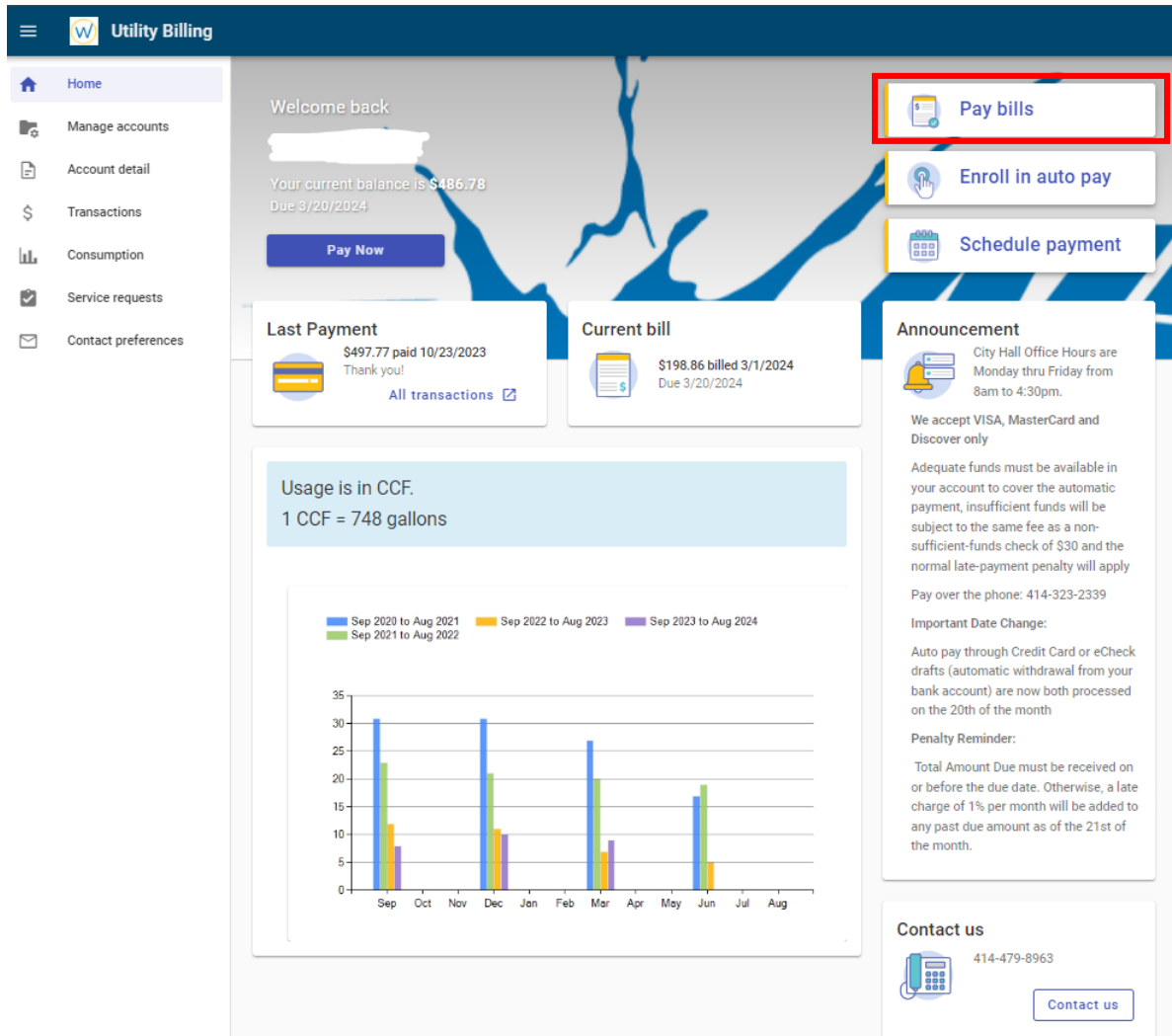
Update **"Payment amount"** as desired and then click **Continue**
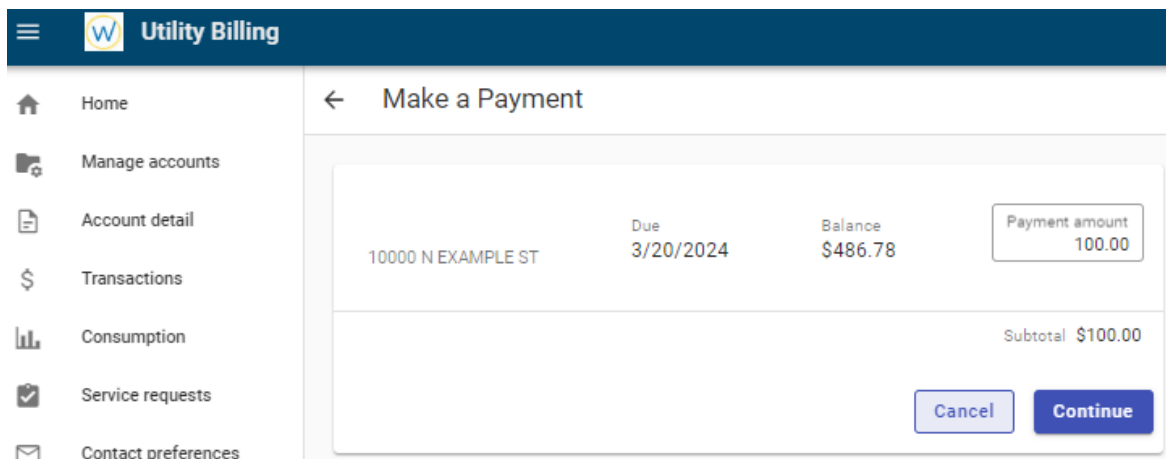
You can select to pay "Now" or "Later". You can also add and/or payment methods as desired.

Enter your payment information

When would you like to pay?

- ⦿ Now
- ◯ Later

How are you going to pay?

- ◯ **VISA** Visa ...1111 ✏️ ⋮
- ⦿ Checking ...9012 ✏️ ⋮
- ◯ Enter new credit card
- ◯ Enter new eCheck

Please select or add a payment method

Where should we send your receipt?

Email for receipt*
example@mail.com

You will not be charged until you review your payment on the next step

[Back] [Continue]

Summary

Subtotal	$100.00
Processing fee	$0.00
Total	**$100.00**

After clicking **Continue** click **Submit payment**

Complete your payment

Review your payment method

Checking account ending in **9012**

Summary of charges

Account #	$100.00
Subtotal	$100.00
Processing fee	$0.00
Total	**$100.00**

By clicking **Submit payment**, you agree to the following privacy policy and terms of use.

[Back] [Submit payment]

You will then see a confirmation screen

Thank you for your payment

Thank you for your e-check payment. Allow five to seven business days for funds to be withdrawn from your account.

An email confirmation was sent to example@mail.com.

City of Wauwatosa

7725 W. North Avenue Wauwatosa, WI 53213

(414) 479-8963

https://www.wauwatosa.net/

Transaction details

Date: September 05, 2024 09:56 AM CDT

Account #	$100.00
Total	**$100.00**

Payment information

Checking account ending in 9012

Confirmation number: NLK5TLVY5Y

Transaction type: Purchase

Thank you for your payment!

Return to UtilityBilling

E-mail from: Online Payments <noreply@tylerportico.com>

City of Wauwatosa payment confirmation
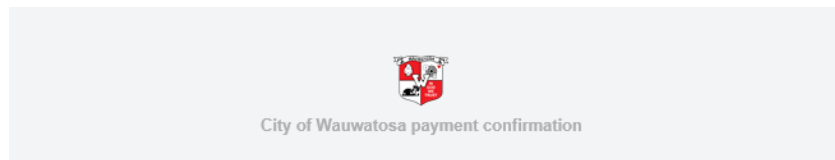
Hi ·

Thanks for your payment to City of Wauwatosa. This email is your receipt.

This purchase will appear on the account statement for your Checking account ending in 9012.

Confirmation #: 66RVFHYKT3   September 05, 2024 10:01 AM CDT

Description	Amount
Account #	$100.00
Subtotal	$100.00
Processing fee	$0.00
Total	**$100.00**

Thank you for your e-check payment. Allow five to seven business days for funds to be withdrawn from your account. If you have questions, contact customer service for help.

View this receipt online

Have a new credit card? You can easily update your payment information.

For scheduled payments you can cancel and/or update payment information through your e-mail:

City of Wauwatosa scheduled payment confirmation

Hi

You have successfully scheduled a payment. This email is a reminder.

This purchase will appear on the account statement for your Visa ending in 1111. You will receive a receipt when the payment is processed.

Scheduled payment date: 09/30/2024

Description	Amount
Account #	$100.00
Subtotal	$100.00
Processing fee	$0.00
Total	**$100.00**

Thank you for your credit card payment. Allow up to 48 hours for your payment to be reflected on your account statement. If you have questions, contact customer service for help.

View or cancel this scheduled payment

Have a new credit card? You can easily update your payment information.

Your payment has been scheduled

Your payment will be processed on 09/30/2024.

Thank you for your credit card payment. Allow up to 48 hours for your payment to be reflected on your account statement.

An email confirmation was sent to

City of Wauwatosa

7725 W. North Avenue Wauwatosa, WI 53213

(414) 479-8963

https://www.wauwatosa.net/

Transaction details

Account #	$100.00
Total	$100.00

Cancel payment

Payment information

Visa ending in 1111

Thank you for your payment!

Return to UtilityBilling

Sign up for Automatic Payments

On Home or Account detail tab

Select "**Enroll in auto pay**" to set up automatic payment using either e-check or Credit Card payment methods (VISA, MasterCard and Discovery only).

Note: If you <u>are not</u> currently enrolled in auto pay, the button will say "**Enroll in auto pay**" if you <u>are</u> enrolled in an automatic payment method the button will say "**Manage auto pay**".

The next screen will allow you to select the desired account(s) you want to enroll in automatic payments.

The next screen will allow you to select a payment method.

Note: If you were enrolling in automatic credit card payments with our previous payment processor you will need to re-enroll with our new payment processor.

Utility Billing

Home

Manage accounts

Account detail

Transactions

Consumption

Service requests

Contact preferences

Enroll in auto pay

By enrolling in Auto Pay, you understand that your account will automatically be drafted on your bill due date. Any payments made prior to your bill due date will be reflected in the balance drafted.

Payment day
Your payment will draft on your bill due date.
Your first draft will be **9/20/2024**.

Cancel   Enroll now

Enter your automatic payment information

To complete your enrollment, enter a new card or eCheck to charge for automatic payments on the following account.

Account

Account description Utility Billing Account

Your automatic payments will be processed on the due date of your bills

How are you going to pay?

○ Enter new credit card

○ Enter new eCheck

Where should we send your receipt?

By enrolling in automatic payments, you agree to the following privacy policy and terms of use.

Back   Finish

Upon successful complete you will receive confirmation for your records

You're all set!

You have enrolled in automatic payments for the following account.

Account █████████████

Account description Utility Billing Account

Continue

E-mail from: Online Payments <noreply@tylerportico.com>

City of Wauwatosa auto pay registration confirmation

Hi

You have successfully set up auto pay.

Payments will appear on the account statement for your Checking account ending in 6789. You will receive receipts when payments are processed.

Account   █████████████

Account Description   Utility Billing Account

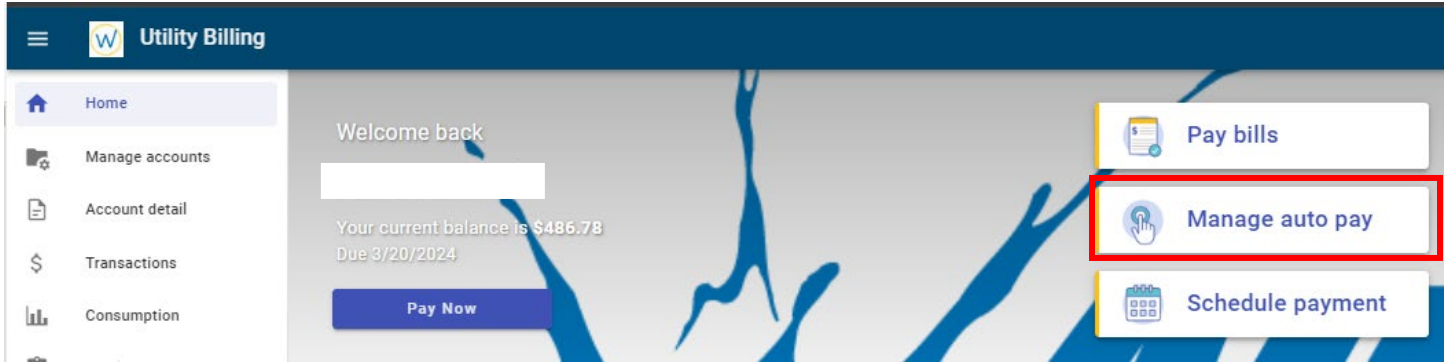**Cancel automatic payments**

August 12, 2024 03:53 PM CDT

City of Wauwatosa

7725 W. North Avenue Wauwatosa, WI 53213

Website | (414) 479-8963

Once enrolled, you will now be able to **"Manage auto pay"** at any time by accessing your Resident Access Utility Account.

When clicking the three dots menu, you will have the ability to: Update Payment Info, Postpone Auto Pay and Cancel Auto Pay.
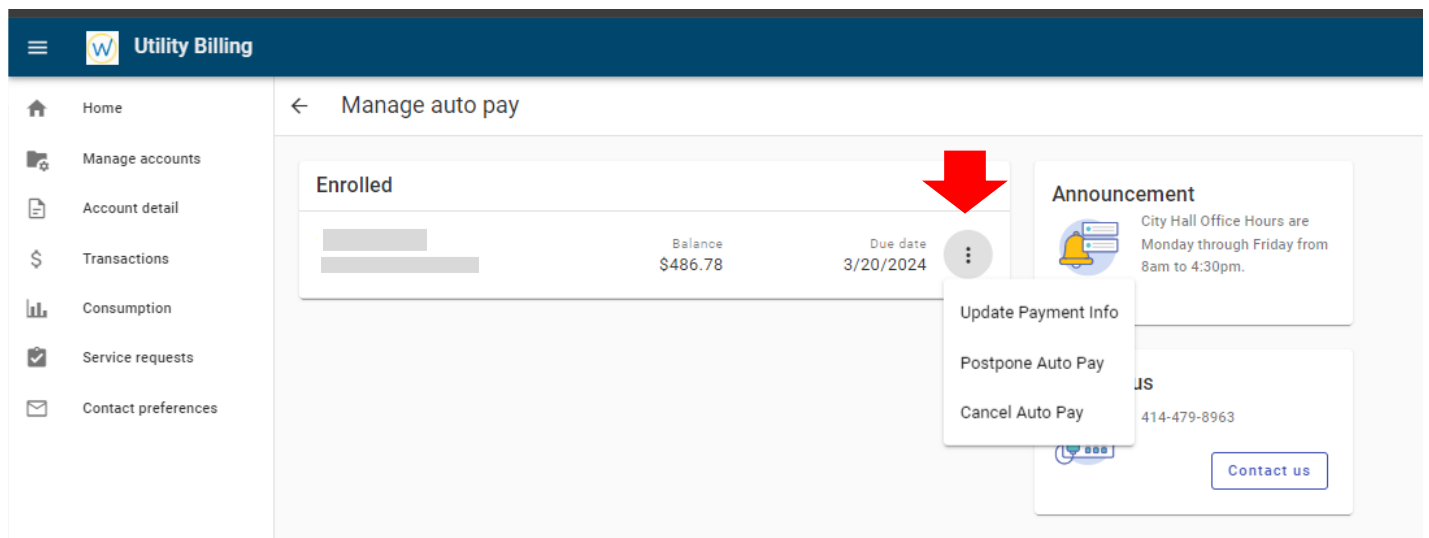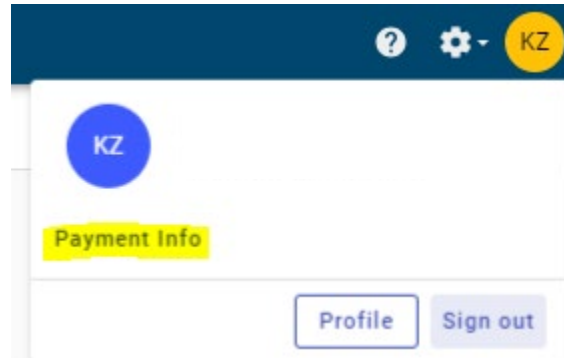

If multiple accounts are linked, each one will show if they are enrolled or not enrolled in auto pay
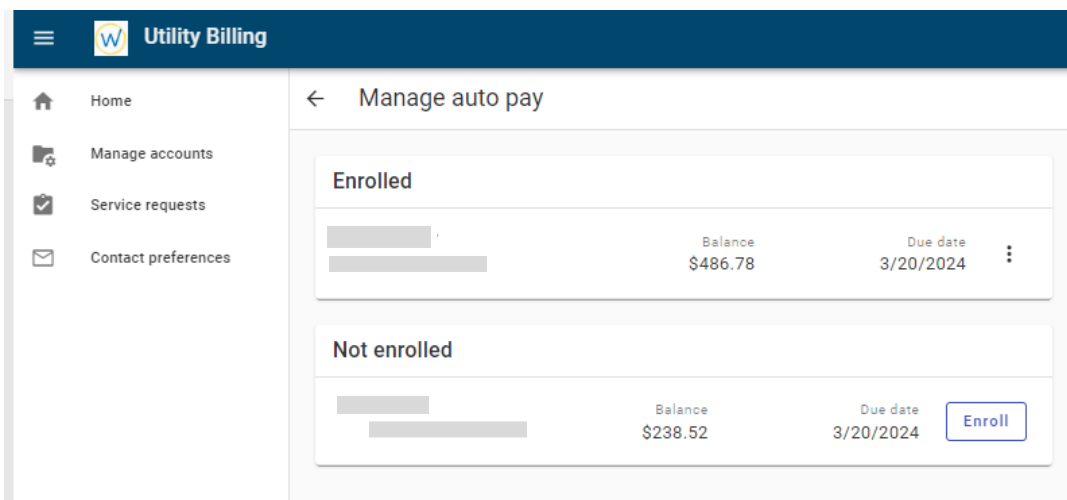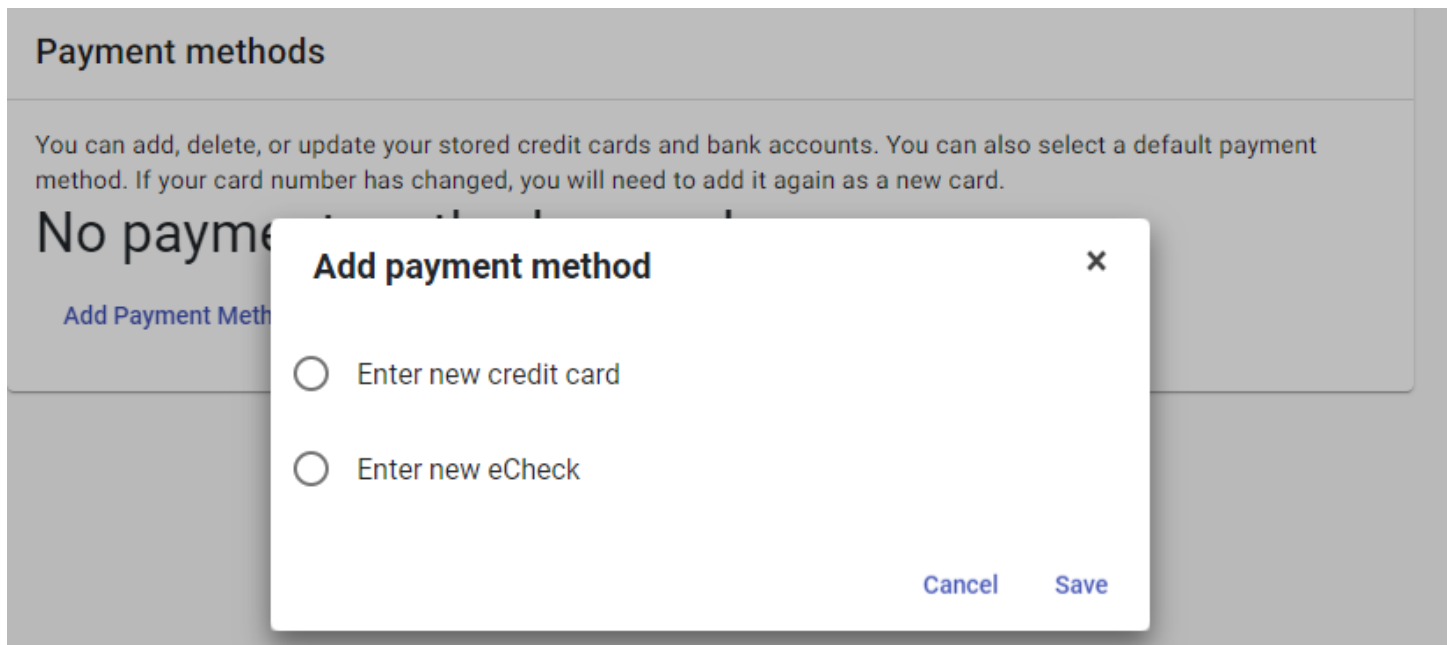
Maintain Auto Pay Information

Add New Payment Method

When logged into an account, you will be able to update and/or add a **"Payment Method"** for either Credit Card and/or eCheck by clicking the icon in the top right corner of the screen. Then click **"Payment Info"**

Then click **"Add Payment Method"** add a credit card or eCheck (checking or savings)

Update Existing Payment Method(s)

Payment methods on file can also be maintained when making a one-time or scheduled payment (when logged into an account).