

Login

To login you will need “**Customer ID**” and “**Password.**” If you are a new customer and do not have the following information, please click on “**register now.**” Customer ID is located on your utility bill, to find the following information on the bill, please click on “**Sample Bill**”

Note: Please note the password is case sensitive. If you forgot your password click on “Forgot your Password?**” link that is located right beneath the password input box.**

- **Register Now**

If you are a new user, please fill in the registration form and fill out all the required information. In this form, all fields are required for successful registration. You can click on “**Sample Bill**” to locate Customer ID and Location ID on your bill.

Please note for your email address, allow all incoming emails from domain @puwc.org in order to avoid emails to go to spam or junk.

Please write down your answers to password recovery questions, as this will be helpful in retrieving your password.

- **Forgot Your Password**

This feature gives you two options to retrieve your password. You can either **Email Password** to your registered email address or **Reset Password** to create a new password. In order to use either option, you will need to provide your Customer ID and Location ID. To locate either information on your bill please see “**Sample Bill.**”

Home

You can select several features in the Home page. You can Pay Bill, view History (Payments and E-Bills), access My Profile, Sign up/Modify Autopay, Sign up/Disable E-Bill and Change Password.

- [Pay Bill](#)

Pay Bill allows you to make a payment. Just click on the “**Pay Bill**” button or Pay Bill menu, which will lead you to payment page.

- [History](#)

In history menu, you can view either Payment or E-Bill history. Payment history shows you the most recent payment. You can click on confirmation to print a copy of your receipt. The payment history is also available in a printable format; please click on “[View Printable Format](#)” to access the printable version.

E-Bill history is stored according to Month and Year. All E-Bills are stored in .pdf format. To view E-Bill you will need to have adobe reader.

If you do not have Adobe reader, please download it from www.adobe.com.

- [My Profile](#)

My Profile displays all information regarding your utility information. Please click on “[Edit](#)” in the “**Home**” page or “**My Profile**” to edit the information. Information is broken down according to Customer Information, Location Information, and Web Registration Information.

Note: Not all fields are modifiable. In this page, you have the option to edit Autopay, E-Bill and change password.

- [Autopay](#)

To sign up, modify or disable autopay please click on “[Sign up/Modify Autopay](#)” button. This allows you to edit the information.

Note: Autopay will be effective in the next billing cycle.

- [E- Bill](#)

To sign up or disable E-Bill click on “[Sign up/Disable E-Bill](#)” button, this option allows you to turn on and turn off the paperless bills.

Note: Autopay will be effective in the next billing cycle.

- [Change Password](#)

This feature allows you to change your password at any point in time. **Please note password is case sensitive.**

Pay Bill

Pay Bill allows you to make a payment online via credit/debit card or checking account. It takes three steps to complete payment.

Steps for successful payment (3-Step process)

Step 1: Add your credit/debit or checking information.

Step 2: Enter the payment amount.

Step 3: Verify the information and complete payment.

- **Add Credit Card**

This feature allows you to enter Visa/Master Card information. All information is necessary to be filled out; Last Name, First Name, Credit Card Number, Expiration Date, Card Verification Code, Address, City, State and Zip Code. There are additional options: make it your default payment, store payment information, and sign up for autopay.

- **Add Checking Account**

This feature allows you to enter Checking information. All information is required; Name on Bank, Bank Routing Number, Account Number, Address, City, State, and Zip Code. There are additional options: make it your default payment, store payment information, and sign up for autopay.

- **Edit Card/Check**

This allows you to edit the information for credit and checks. Edit also allow you to make changes to default payment, store payment and sign up for autopay.

- **Delete Card/Check**

This allows you to delete credit /check information completely.

- **Sign up for Autopay**

To sign up for autopay, just place a check mark in the box that says "**Sign up for Autopay**"

Note: Autopay will be effective in the next billing cycle.

- **Default Payment**

To select your default payment just click in that box that says "**Make this my default payment**"

Note: If there are multiple accounts stored, only one can be set as your default payment account. This will be the account where autopay is processed.

Pay Bill

- **Store Payment**

All payment information needs to be stored before proceeding to "**Continue Bill Pay.**" If there is no stored payment, "**Continue Bill Pay**" is disabled.

- **Continue Bill Pay**

By clicking on this button, it will take you to Step 2 of the payment process, which allows you to enter the amount for payment. Before continuing you can "**Select Account**" the account that you will like to make a payment from and click on continue to proceed.

History

In history menu, you can view either Payment history or E-Bill history. Both menus allow you the option to print history in a printable format.

- **[Payment History](#)**

Payment history displays the most recent payment date, description, billed amount, paid amount, balance due, and confirmation number. To print the confirmation receipt, click on the confirmation number. The payment history is also available in a printable format; please click on "**[View Printable Format](#)**" to access the printable version.

- **[E-Bill History](#)**

E-Bill history is stored according to Month and Year. This is accessible for up to 3 years. All E-Bills are stored in .pdf format. To view E-Bill you will need to have adobe reader.

If you do not have Adobe reader, please download it from www.adobe.com.

My Profile

My Profile displays all information regarding your utility. Please click on "[Edit](#)" in the "**Home**" page or "**My Profile**" to edit information. Information is broken down according to Customer Information, Location Information, and Web Registration Information.

Note: Only some fields are modifiable. In this page, you have the option to edit Autopay, E-Bill and change password. To save the changes click on "Submit." To return to home page you can click on either "Cancel" or "**Home**" from the menu.

- [Edit Information](#)

Only certain information is modifiable. To change information that is not modifiable, you will need to contact your city administration office for further instructions.

- [Edit E-Bill](#)

To sign up or disable E-Bill click on "[Sign up/Disable E-Bill](#)" button, this option allows you to turn on and turn off the paperless bills.

Note: Autopay will be effective in the next billing cycle.

- [Edit Autopay](#)

To sign up, modify or disable autopay please click on "[Sign up/Modify Autopay](#)" button. This allows you to edit the information.

Note: Autopay will be effective in the next billing cycle.

- [Change Password](#)

This feature allows you to change your password at any point in time.

Please note password is case sensitive.

Convenience Fees

There ***is a nominal convenience charge*** for using a credit card/debit card or checking account. The credit/debit card and checking account fees can vary depending on the rate negotiated with your district/company. The customer will see the amount of fees, if applicable, during the second step of payment processing before selecting the final submit button. The on line bill pay program accepts both the MasterCard and Visa.

Note: Convenience fees are subject to change without notice.

Security

PUWC is a leader in its standards for account security. Today, we remain as committed as ever and utilize proven technology to protect your personal information and privacy.

- **Security Questions**

PUWC requires online customers to select a security questions and provide answers. If we ever need to confirm your identity, your correct answers to security questions will help us verify it is you.

- **Timed log-off**

PUWC's system will automatically log you off from *Online Bill Pay System* after 10 minutes of inactivity. This reduces the risk of others accessing your information from your unattended computer.

- **Firewall**

PUWC's computer system are protected 24 hours a day by powerful firewalls that block unauthorized entry.

- **Encryption**

From the moment account information leaves your computer to the time it enters PUWC's system, we encrypt all information for security reasons. PUWC *Online* employs some of the strongest forms of encryption commercially available for use on the Web today in combination with proprietary encryption.

Look for a "closed lock" icon in the lower right-hand corner (Microsoft IE) or in the right end of the address bar (MS Vista and Firefox 2) or in the top right corner (Safari) of your browser to determine that encryption are used on any Web page you are viewing. Any Web address beginning with "https://..." indicates the page you are viewing uses encryption. The "s" stands for "secured."

- **Constant surveillance**

PUWC's security team maintains and monitors our security systems to make sure that your accounts are safe and secure.

- **Additional Security Measures**

PUWC's layered approach to online security extends beyond a unique user login sequence, 128-bit encryption, a powerful firewall, technology updates, and continuous surveillance. We have additional security measures that activates in response to certain activities or events. If we are suspicious of any online behavior, we may restrict online access to accounts or prevent certain types of transactions. These measures safeguard your identity and your accounts. Further proof of identity may be required before online access restores.

- **Technology updates**

To fight constantly evolving online threats; PUWC has adopted proven industry standards for technology to protect your account security.

Adding E-bill Emails to Safe Sender List

If you do not see instructions below for your internet service or product you use, please check with your provider's Help or FAQ documents for their specific instructions.

- [AOL Subscribers](#)
- [Hotmail Subscribers](#)
- [Yahoo! Subscribers](#)
- [MSN Subscribers](#)
- [Juno/NetZero Subscribers](#)
- [EarthLink Webmail Subscribers](#)
- [Outlook Users](#)

AOL Subscribers:

- From your mailbox screen click on the drop down arrow to the right of the **'Mail Options'** and then click on **'Address Book'**.
- Click the **'Add'** button (**'Add Contact'** for version 8.0).
- Type in or cut and paste puwadmin@puwc.org into the **'Screen Name'** block, and then click **'Save'**.

Hotmail Subscribers:

- Select the **'Options'** links in the upper right of the screen.
- Click on **'Junk E-Mail Protection'**.
- Click on **'Safe List'**.
- Type in or cut and paste puwadmin@puwc.org into the box and then click **'Add'**.

Yahoo Subscribers:

- From your mailbox screen click on the drop down arrow to the right of the **'Addresses'** and then click on **'Add Contact'**.
- Type in or cut and paste puwadmin@puwc.org into the Email box and then click **'Save'**.

MSN Subscribers / MSN 8:

- Click on **'E-mail settings'**.
- Click on the **'Junk Mail'** link.
- Click on **'Safe List'**.
- Click on **'Add an item to this list'**.
- Type in or cut and paste puwadmin@puwc.org into the Safe List box and then click **'Add'**.

MSN 9:

- Click on **'Settings: E-mail | Junk e-mail'**.
- Click on the **'Junk E-mail Guard'** link.
- Click on **'Safe List'**.
- Type in or cut and paste puwadmin@puwc.org into the Safe List box and then click **'Add'**.

Juno/NetZero Subscribers:

- From your mailbox screen click on the '**Address Book**' tab.
- Next to the '**Lists**' tab click the '**Add new contact**' link.
- Type in or cut and paste puwadmin@puwc.org into the '**Email Address**' block, and then click the '**Save**' button.

EarthLink Webmail Subscribers:

- From your mailbox screen click on the '**Address Book**'.
- Click the '**Add**' button.
- Type in or cut and paste puwadmin@puwc.org into the '**E-mail**' block, and then click the '**Save**' button.

Outlook 2003:

- From your inbox select '**Actions**' then select '**Junk E-mail**' and click on '**Junk E-mail Options**' '**Address Book**'.
- Click the '**Safe Senders**' tab.
- Type in or cut and paste puwadmin@puwc.org into the block area, and then click the '**OK**' button.