Thank you for viewing the ACSA's detailed enrollment guide to establish access to our new customer portal and electronic bill payment platform. The newly designed system has been designed to improve functionality and allow additional payment options for our customers. These improvements provide a more modern and intuitive interface and once your account is established, allows efficient access to your ACSA information.

To view your account information or retrieve electronic bills, you will need to enroll on our secure website. Please visit www.serviceauthority.org and on the home screen, click **"Pay My Bill"**.
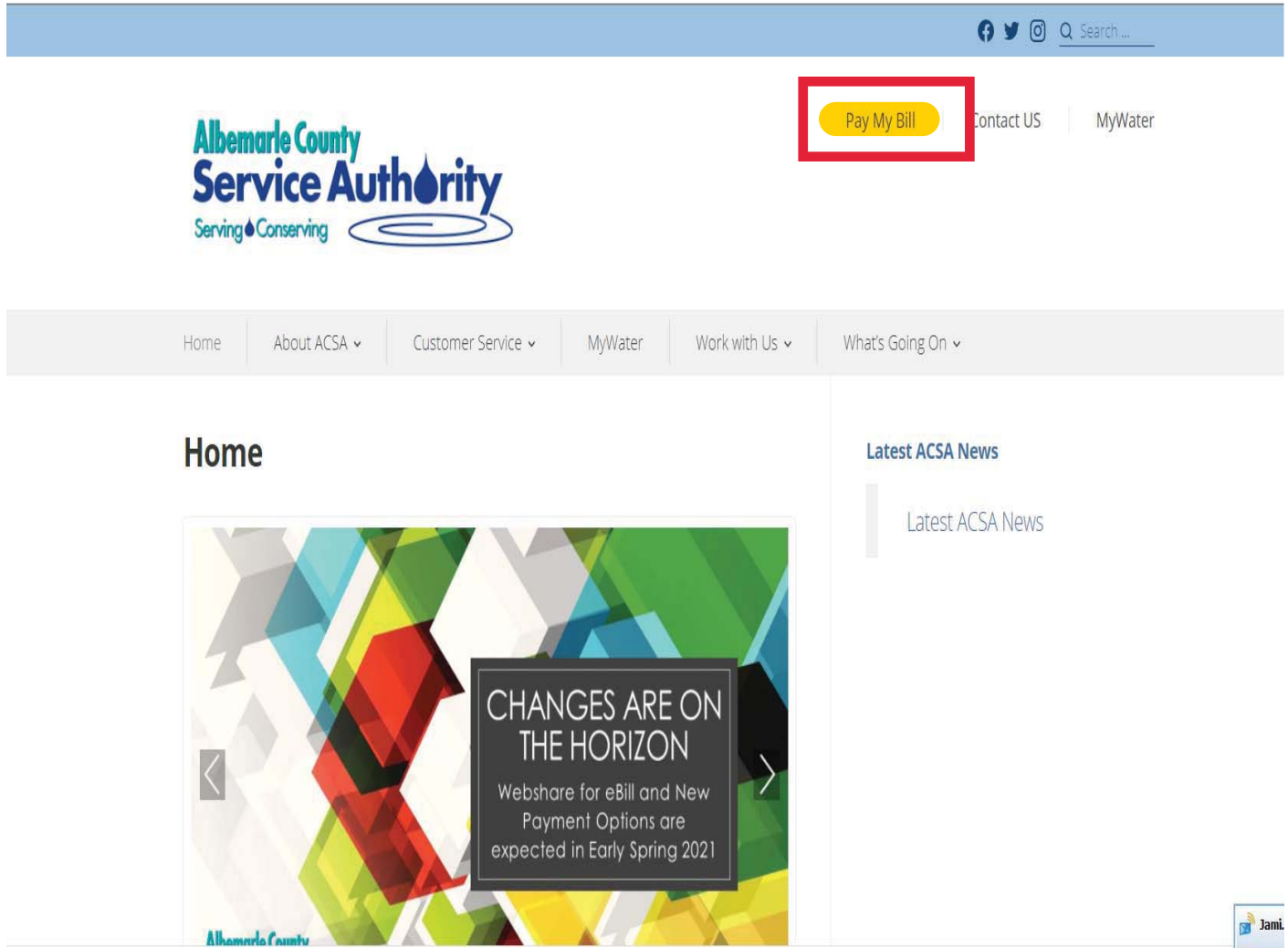
After clicking "**Pay My Bill**"**,** you can click either **"View/Pay My Bill," "here,"** or "**Online Customer Bill Portal,".** These three links will direct you to the same "Customer Portal."

If you have not yet enrolled in the NEW website (released June 7, 2021), you will click the link to **"Create an Account"**

You will then be prompted to complete the information below. **Please note: The "Billing ID (from statement) is not the same as your Account Number. The "Billing ID" that is required is listed on your billing statement and will begin with "0168 xxxxxxx."** If you do not have a statement, please email our customer service team at: custserv@serviceauthority.org or call 434-977-4511.

Albemarle County
Service Authority
Serving ● Conserving

Sign Up for Your New Account

Billing ID (from statement):	
Last Name or Business Name:	
User Name:	
Password:	
Confirm Password:	
E-mail:	
Confirm E-mail:	
Security Question:	In what city did you meet you ⌄
Security Answer:	

Submit

Once submitted, you will receive an email confirming enrollment (this email may be directed to your "Junk Email" folder depending upon your email settings. Before you can login for the first time, you will need to click, "CLICK HERE TO VERIFY YOUR ACCOUNT."

Once you have verified your account, you are able to login and access your account. For customers wishing to make a one-time payment, click the **"Pay One Time"** button under the amount due.

Auto-Pay Customers – For customers wishing to establish **AutoPay**, please click the **"Setup Recurring Payments"** link under amount due.

Once you have clicked, **"Setup Recurring Payments"** you will automatically be redirected to a new website. You will also need to enroll in this website, to do so click **"Register Now."**

You will be prompted to complete the information below. Once all information is completed, click **"Enroll."**

Please enter all of the information below

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

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

Password

Enter your new password

Re-enter password

Re-enter your new password

First Name

Your first name

Last Name

Your last name

Phone Number

(111) 222-3333

ZIP Code:

12345

Security Question 1

What was the make of your first car?

Security Answer 1

Security Question 2

What was your first pet's name?

Security Answer 2

Enroll   Cancel

Paymentus

Click **"Add Account"** and enter your account number (10-digit number with no dashes and is not the same as the "Billing ID" you used previously), please read the "authorization terms" and if in agreement, check the **"I agree to the Payment Authorization Terms"** and click **"Add Account."**

Your account is now added and if you would like to establish "AutoPay", click the **"Accounts"** tab on the left.

You will now see this screen. To setup "**AutoPay**" click on the **"AutoPay"** button.

You will then be asked to **"Add a payment method."** Click **"Add New"**.
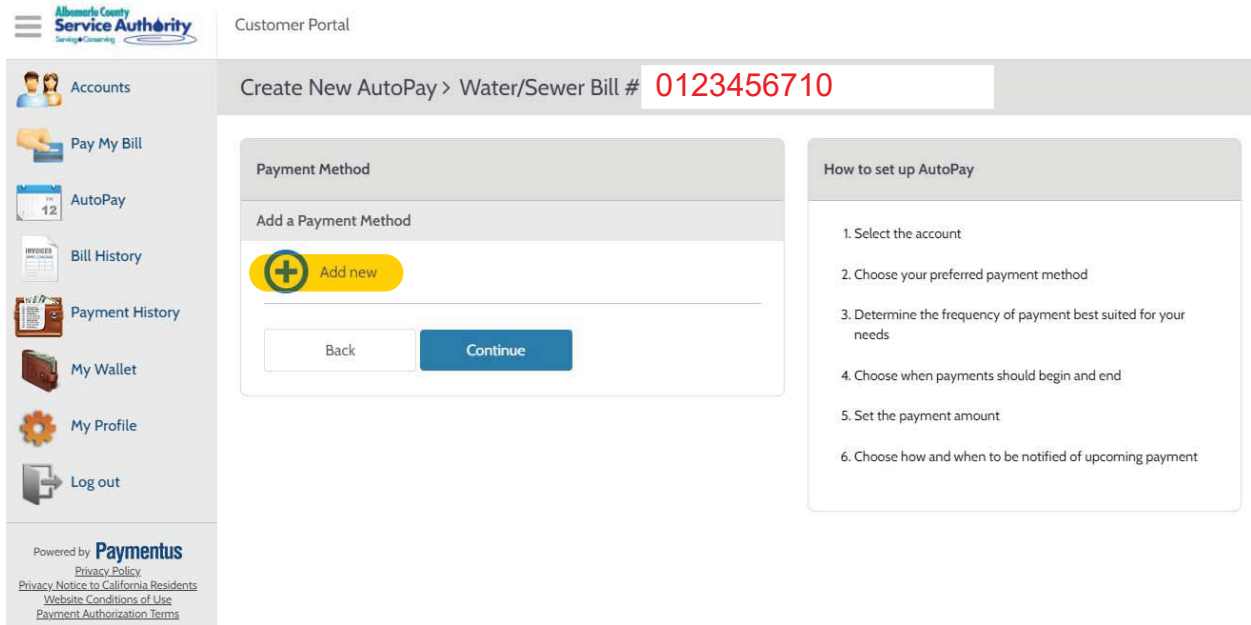
You will be directed to this screen where you can create AutoPay using "E-Check", Debit, or Credit card. Complete the information accordingly and be sure to check the "I authorize ACH direct debit Payment (ACH Debit) and click **"Add."**
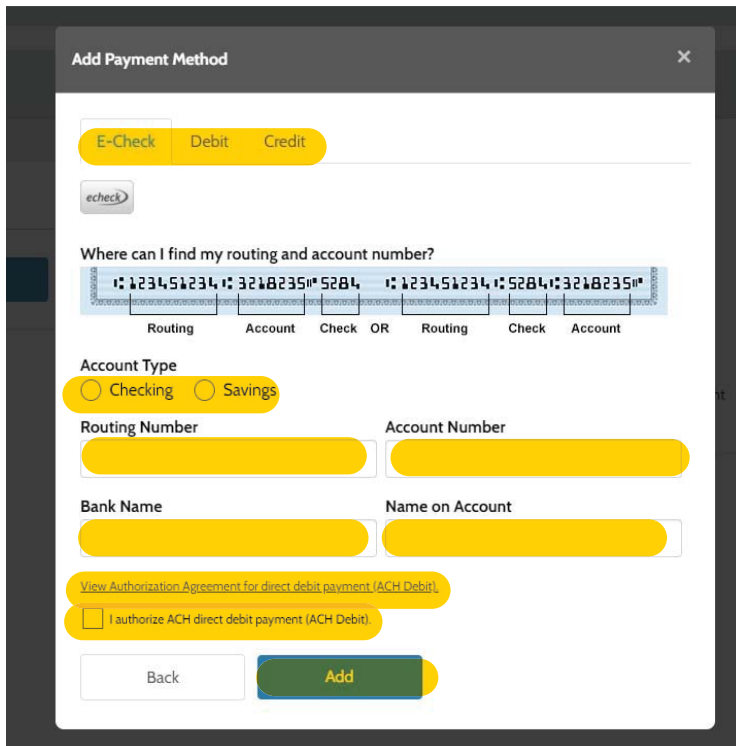
After clicking **"Add"** you will see your payment method added to your wallet, click "**Continue.**"

Payment Method	How to set up AutoPay
My Wallet	
⦿ echeck ****** 1234	1. Select the account
Add a Payment Method	2. Choose your preferred payment method
⊕ Add new	3. Determine the frequency of payment best suited for your needs
Back Continue	4. Choose when payments should begin and end
	5. Set the payment amount
	6. Choose how and when to be notified of upcoming payment

Once you've clicked **"Continue",** you will see the screen below. If your information is correct and you agree to the terms listed, click **"Create AutoPay."** (Note: entering an "End Date" is optional and not necessary to establish AutoPay but if entered, automatic payments will not be made after that date). You will see a screen that confirms "**Schedule Created.**"

Click "Back to AutoPay" and your screen will show the frequency, start date, and payment method.

At this point, you have successfully created AutoPay and your ACSA Water/Sewer bill will be automatically paid on the bill due date from the payment method you entered. By clicking on the **"Accounts"** tab on the left, you will see your account details and are able to log-out at this point.

We appreciate your cooperation enrolling in the new online offerings and understand you may have additional questions. If so, please don't hesitate to contact the ACSA at 434-977-4511 or custserv@serviceauthority.org .