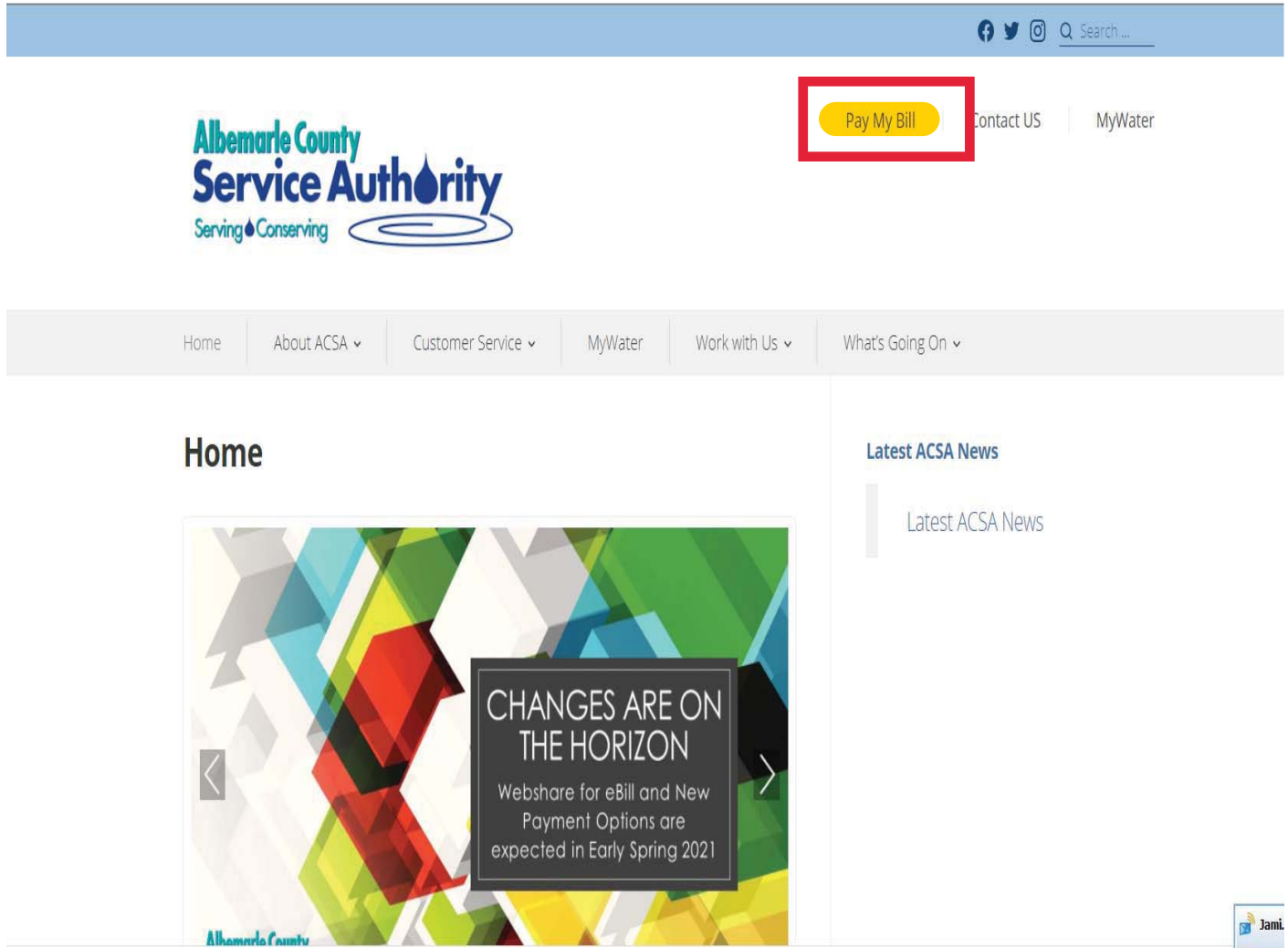


Thank you for viewing the ACSA's detailed enrollment guide to establish access to our new customer portal and electronic bill payment platform. The newly designed system has been designed to improve functionality and allow additional payment options for our customers. These improvements provide a more 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](http://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.”

The screenshot shows a webpage titled "Payment Options" with a blue header and a light blue background. On the left, there is a sidebar with a yellow button labeled "View / Pay My Bill". Below this, a blue box contains the text: "New Customer Portal and Payment System Now Available! Please click **here** to enroll in the ACSA's new Customer Portal and Payment System. Important Information 13-07. EXCEPTIONAL PAYMENT PROCESSING FEE A charge of \$35 in cash will be assessed for any check or electronic transfer in payment of an ACSA bill which is returned for insufficient funds, an invalid account number, stopped/frozen/hold/"refer to maker" payment or

The main content area has a light blue background. At the top, it says "Payment Options" and "Inside the Office: Cash or Check". Below that, it lists "Online Portal (Button on the left): eCheck, Debit/Credit Card, PayPal Credit, Venmo". A section titled "How to Pay Online:" explains that users can make online payments with debit/credit cards or eChecks, and provides a yellow button labeled "Online Customer Bill Portal". It also notes that a confirmation number is issued with every payment and that a payment history is retained online.

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



New User? [Create an Account](#)  
Or  
[Checkout as Guest](#)

The login form is set against a dark blue background. It features two white input fields: "Username" and "Password". Below the "Password" field is a "Login" button. At the bottom of the form is a "Forgot Username/Password" button.

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 xxxxxxxx.”** If you do not have a statement, please email our customer service team at: [custserv@serviceauthority.org](mailto:custserv@serviceauthority.org) or call 434-977-4511.



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:

Security Answer:

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.**

The screenshot shows the top navigation bar with the logo for Albemarle County Service Authority (Serving & Conserving) and three buttons: Sign Out, Update Profile, and Change Password. Below this is the 'Account Summary' section, which is a table with the following data:

Name:	Acsa	Last Payment:	\$100.00
Service Address:	168 Spotnap Rd Charlottesville, VA 22911	Last Statement Balance:	\$0.00
Account Number:		Last Payment Date:	

To the right of the table is a box labeled 'Amount Due:' showing '\$0.00' and two buttons: 'Pay One Time' and 'Setup Recurring Payments'.

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.”**

The screenshot shows two side-by-side panels. The left panel is titled 'Make One-Time Payment' and contains the following text: 'Pay your bill in 3 easy steps without registering. All you need is your account number from your paper bill.' and '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.' At the bottom of this panel is a blue 'Pay Now' button. The right panel is titled 'Login' and contains an 'Email' field with the text 'someone@example.com', a 'Password' field with the text 'Password', and a link 'Don't have an account Register Now' where 'Register Now' is highlighted in a yellow button. At the bottom of this panel is a blue 'Login' button and a link 'Forgot your password?'.


**Paymentus**

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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**

**Re-enter password**

**First Name**

**Last Name**

**Phone Number**

**ZIP Code:**

**Security Question 1**

**Security Answer 1**

**Security Question 2**

**Security Answer 2**

**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.”**

The screenshot shows the 'Add Account' page of the Alameda County Service Authority Customer Portal. The page is divided into a left sidebar and a main content area. The sidebar contains navigation links: Accounts, Pay My Bill, AutoPay, Bill History, Payment History, My Wallet, My Profile, and Log out. The main content area is titled 'Add Account' and includes sections for 'Account Information', 'Payment Type' (with a radio button selected for 'Water/Sewer Bill'), a prompt to enter a full ten-digit account number without dashes, an input field for the account number, a 'Terms & Conditions' section with a link to 'Read the Payment Authorization Terms', and a checkbox for 'I agree to the Payment Authorization Terms'. At the bottom of the main content area are two buttons: 'Back to Accounts' and 'Add Account'. The footer of the sidebar includes the Paymentus logo, links for Privacy Policy, Website Conditions of Use, and Payment Authorization Terms, and a last login timestamp of Jun 17, 2021, 11:34:05 AM.

Alameda County Service Authority  
Customer Portal

Accounts

Pay My Bill

AutoPay

Bill History

Payment History

My Wallet

My Profile

Log out

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[Website Conditions of Use](#)  
[Payment Authorization Terms](#)

Last login was on  
Jun 17, 2021, 11:34:05 AM

**Add Account**

Account Information

Payment Type

Water/Sewer Bill

Please enter your full ten digit account number WITHOUT the dash

Account Number

Enter your account number

Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

Back to Accounts **Add Account**

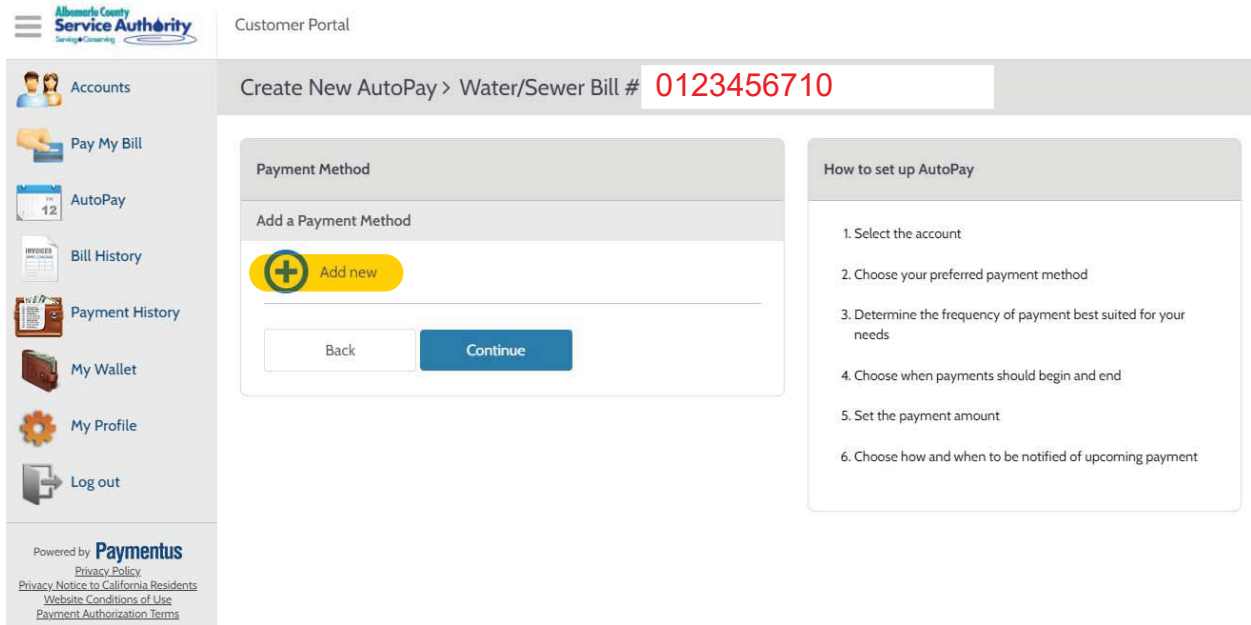
Your account is now added and if you would like to establish “AutoPay”, click the “Accounts” tab on the left.

The screenshot shows the 'Customer Portal' for the Albemarle County Service Authority. On the left is a navigation menu with icons and labels for: Accounts (highlighted), Pay My Bill, AutoPay, Bill History, Payment History, My Wallet, My Profile, and Log out. The main content area is titled 'Account Created' and displays the following information: Payment Type: Water/Sewer Bill; Account Number: 0123456710. A 'Back to Accounts' button is located below the account number. At the bottom of the page, it says 'Powered by Paymentus' with links for Privacy Policy, Privacy Notice to California Residents, Website Conditions of Use, and Payment Authorization Terms.

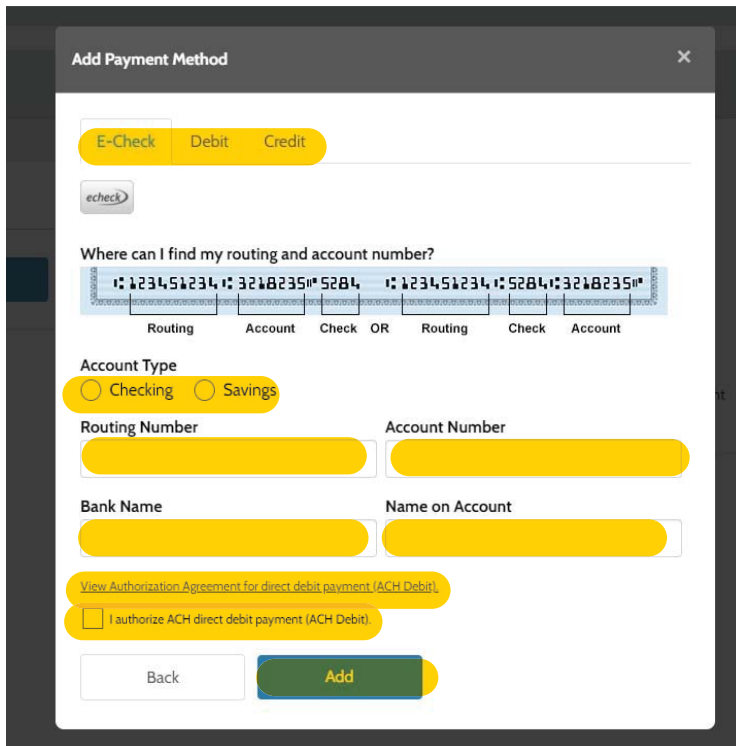
You will now see this screen. To setup “AutoPay” click on the “AutoPay” button.

The screenshot shows the 'Accounts' page in the Customer Portal. The left navigation menu is the same as in the previous screenshot. The main content area is titled 'Accounts' and features a card for a 'Water/Sewer Bill # 0123456710'. Below this, there is an 'Account Details' section with an 'Edit' button. The details include: Date Due: Jul 6, 2021; Amount Due: \$0.00. There are 'Pay Bill' and 'AutoPay' buttons. A 'More' section contains a 'View All Payments' link. At the bottom of the main content area, there is a '+ Add Account' button. The footer is identical to the previous screenshot, showing 'Powered by Paymentus' and various policy links.

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

My Wallet

 \*\*\*\*\* 1234

Add a Payment Method

 Add new


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. 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."**

### Payment Details

**Frequency**  
 Bill amount on the due date

**End Date (Optional)**  
Select end date 

**Payment Amount**  
Bill Amount

**Total Amount**  
Bill Amount

**Payment Type**  
Checking Account


**Routing Number**  
\*\*\*\*\* 0101

**Account Number**  
\*\*\*\*\* 1234

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](#)

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



Customer Portal

## AutoPay


 Water/Sewer Bill # 0123456710


Schedule # 3831875 [Edit](#)

**Frequency**  
Bill amount on the due date

Created By: You      Start Date: Jun 17, 2021

**Payment Details** [Edit](#)

Payment Method:  \*\*\*\*\* 1234      Payment Amount: Bill Amount

 Add Schedule

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[Website Conditions of Use](#)  
[Payment Authorization Terms](#)

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](mailto:custserv@serviceauthority.org).

The screenshot shows the 'Accounts' page of the Customer Portal. On the left is a navigation menu with icons and labels for 'Accounts', 'Pay My Bill', 'AutoPay', 'Bill History', 'Payment History', 'My Wallet', 'My Profile', and 'Log out'. The main content area displays account details for a Water/Sewer Bill # 0123456710. It includes a table with 'Date Due' (Jul 6, 2021) and 'Amount Due' (\$0.00), and a 'Pay Bill' button. Below this, there are sections for 'AutoPay' (set to 'Yes'), 'Frequency' (Bill amount on the due date), and 'Payment Method' (echeck \*\*\*\*4567). A 'More' section contains a link to 'View All Payments'. At the bottom, there is a '+ Add Account' button. The footer shows 'Powered by Daumentus'.

Albemarle County Service Authority  
Saving & Conserving

Customer Portal

### Accounts

Water/Sewer Bill # 0123456710

Account Details [Edit](#)

Date Due	Amount Due	<a href="#">Pay Bill</a>
Jul 6, 2021	\$0.00	

AutoPay  Yes

Frequency: Bill amount on the due date

Payment Method: \*\*\*\*4567

More

[View All Payments](#)

[+](#) Add Account

Powered by **Daumentus**