Crossroads utility services

Water and Wastewater Payment System

Portal Features

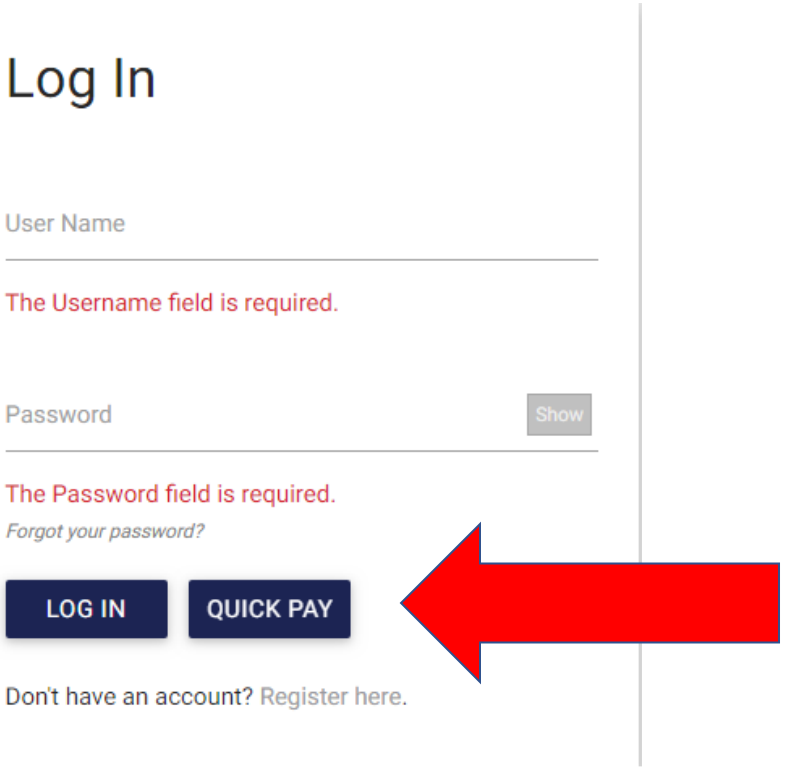
- **Direct Access** - Securely choose and edit your credit cards, password, and contact information on your online account without staff involvement
- **Quick Pay -** Make fast one time payments without setting up an account
- **Account History** - View your utility account in real time and review payment history
- **Multiple Accounts -** Manage multiple utility accounts under one username
- **Auto Pay -** Set up automatic payments using a credit/debit card or a checking account
- **Water Usage** - View your water and sewage usage history
- **Payment Methods** - Add and save multiple payment methods to choose from

How to Get Started

- From the www.crossroadsus.com home page, Click "Pay My Bill"
- Select your district (this can be found on your bill)
- Click the "Pay My Bill" link next to your district

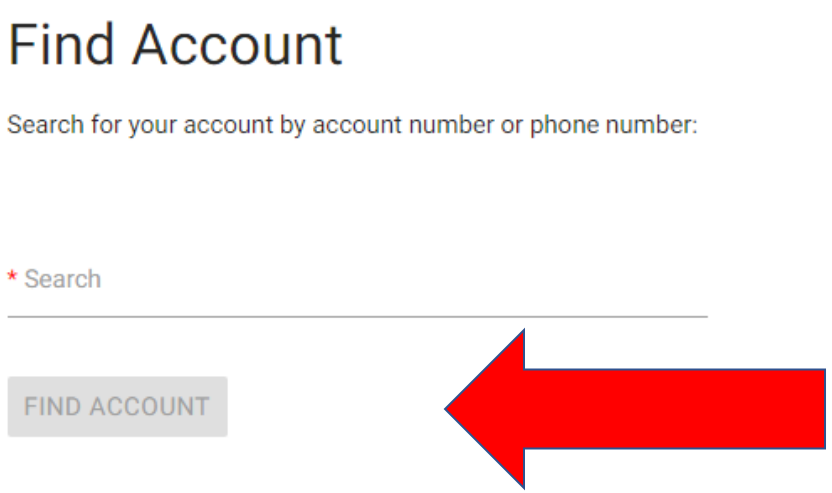
Pay My Bill

"Quick Pay" Feature



- Make one-time payments without creating an online bill pay account
- What you need to make a "Quick Pay" payment:
  1. 10 digit account number
     OR 10 digit phone number associated with the account
  2. Credit/debit card info

Using the"Quick Pay" Feature

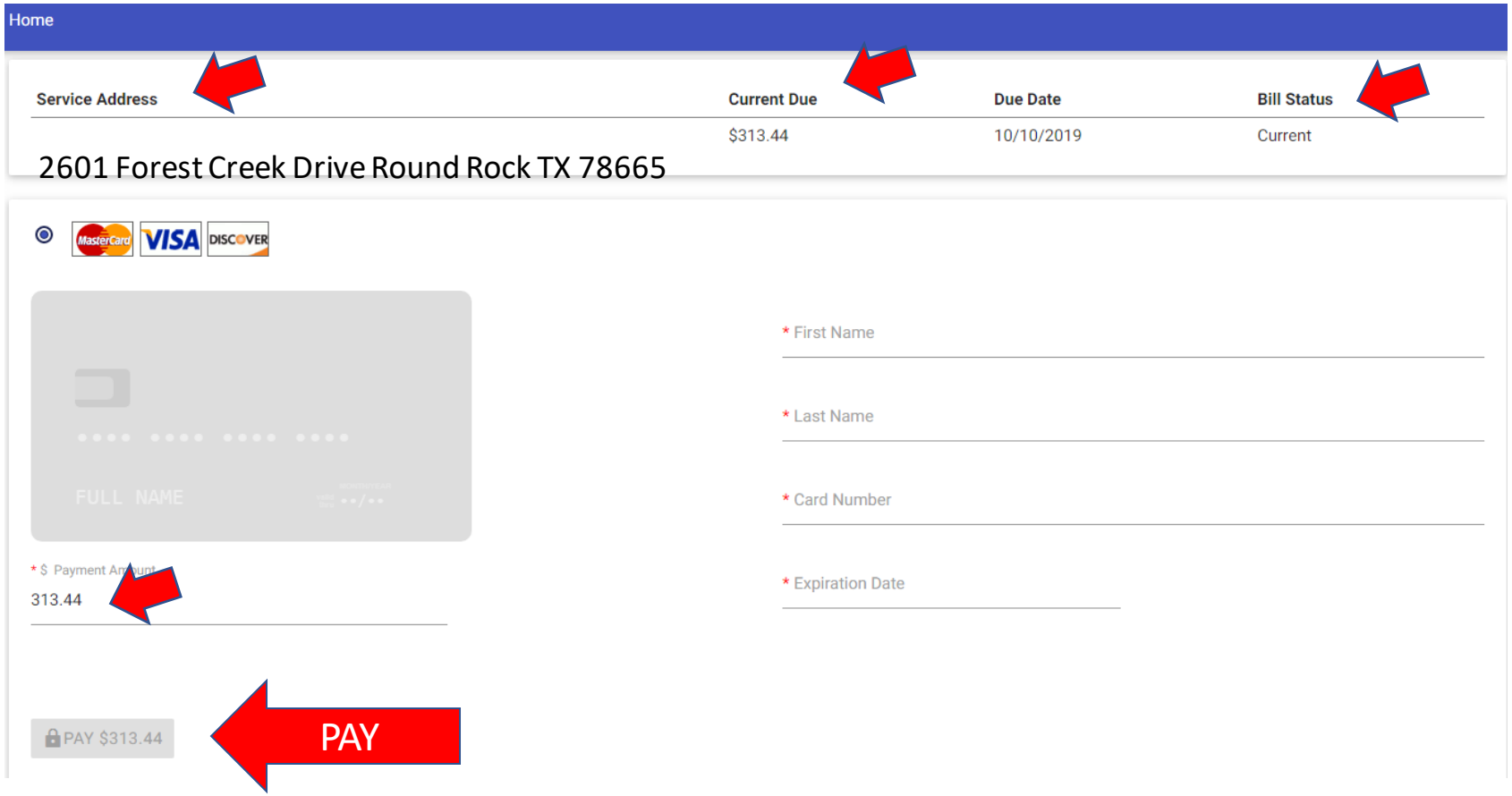


- After clicking the "Quick Pay" button, the "Find Account" window will appear
- Search for your account using your 10 digit account number OR phone number associated with the account
- Type in the 10 digits without dashes
- Click "Find Account"

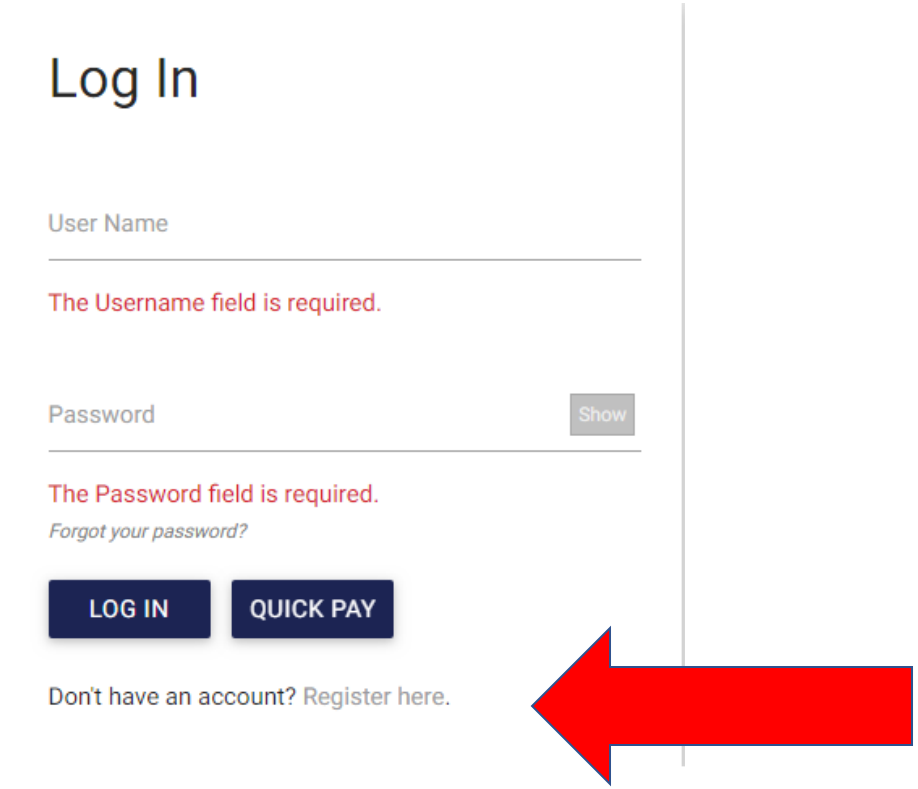
Using the"Quick Pay" Feature (continued)

The Payment Window will appear. Verify the account by the Service Address, Current Due, and Bill Status.

- Type in your name and debit or credit card information.
- You can edit the payment amount below the credit card image if needed.
- The "PAY" button will turn green when all the information has been entered.
- Click the green "PAY" button to complete the payment.



Registration Process



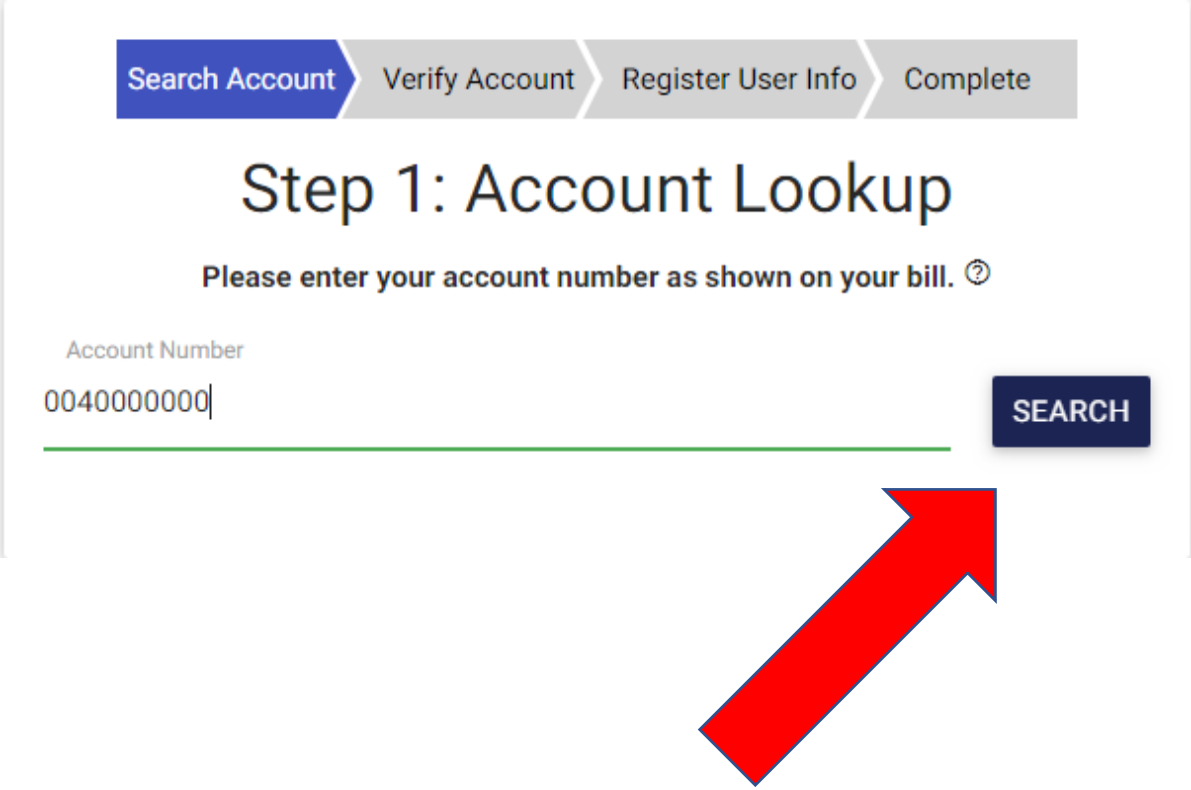
With this new portal, all customers will need to register as a first time user.

It's quick and easy!

All you need is your 10 digit account number found on your bill, and an email address.

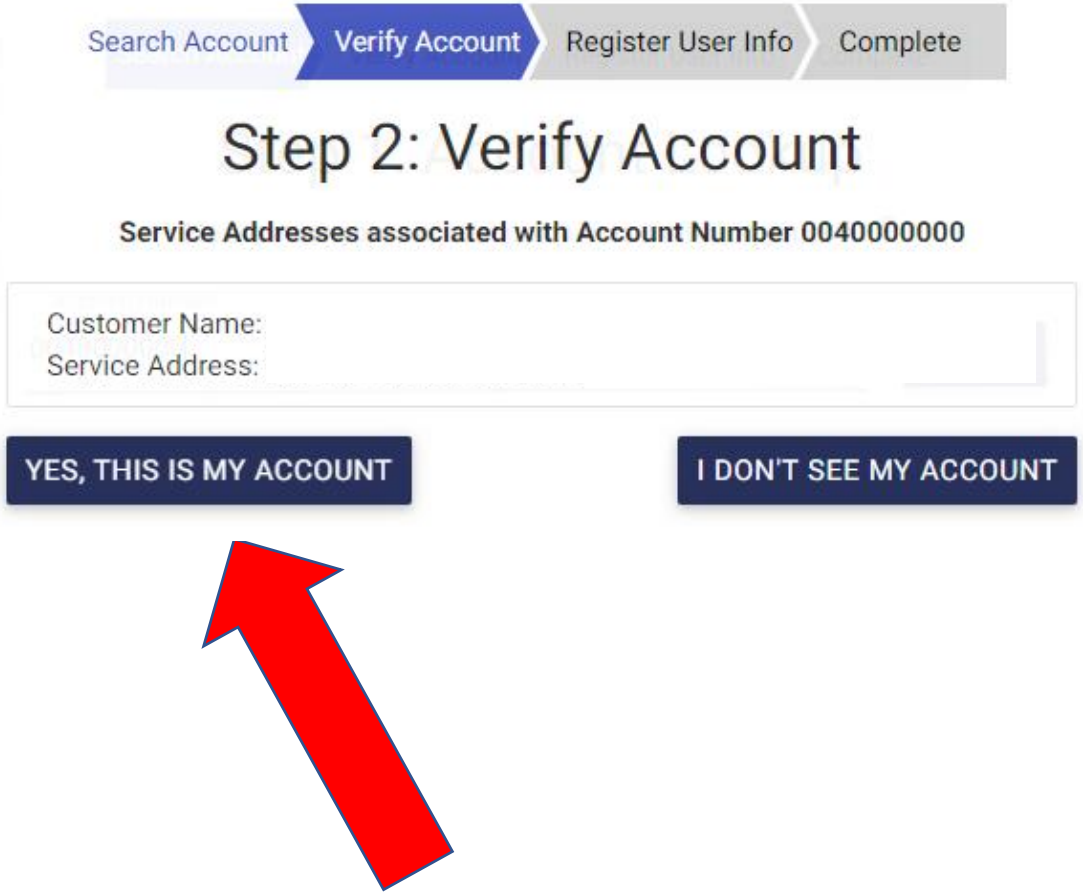
On the portal home-page, click "Register Here"

Registration Process: Search Account



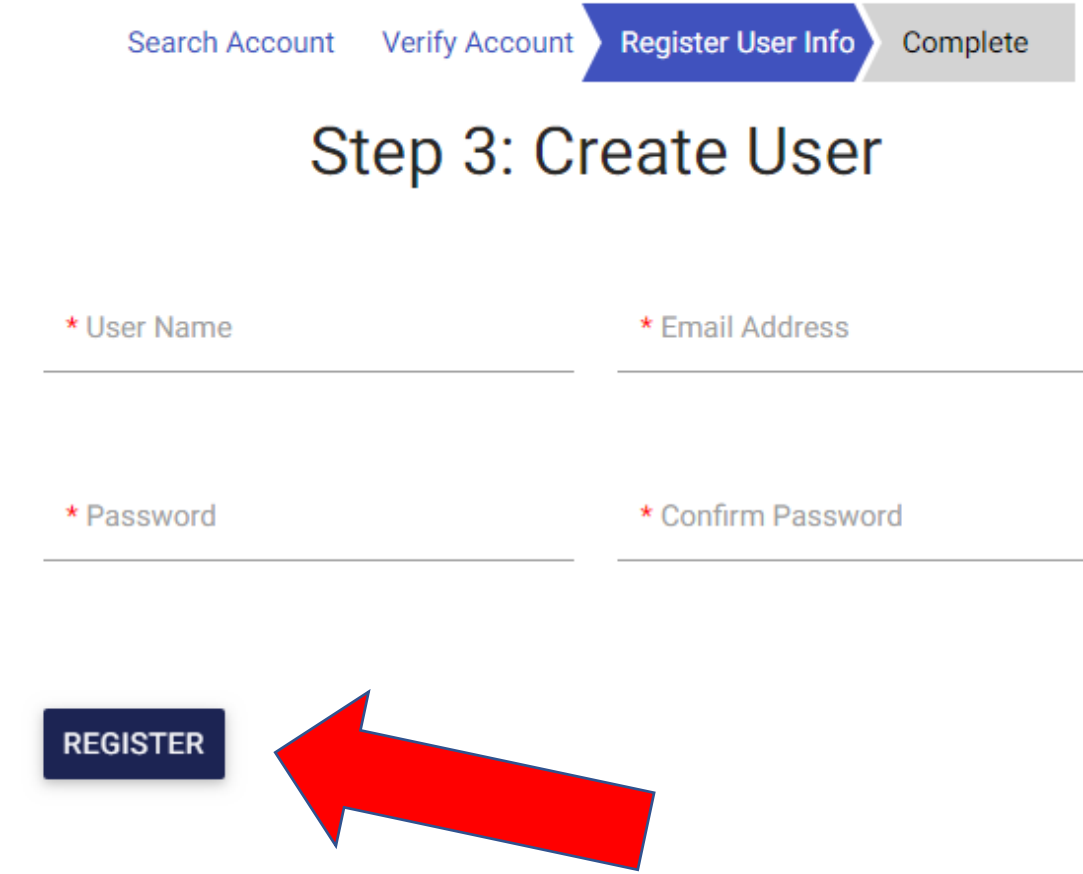
- Type in your 10 digit account number. This can be found on your bill.
- You don't need any dashes.
- Click "SEARCH"

Registration Process: Verify Account



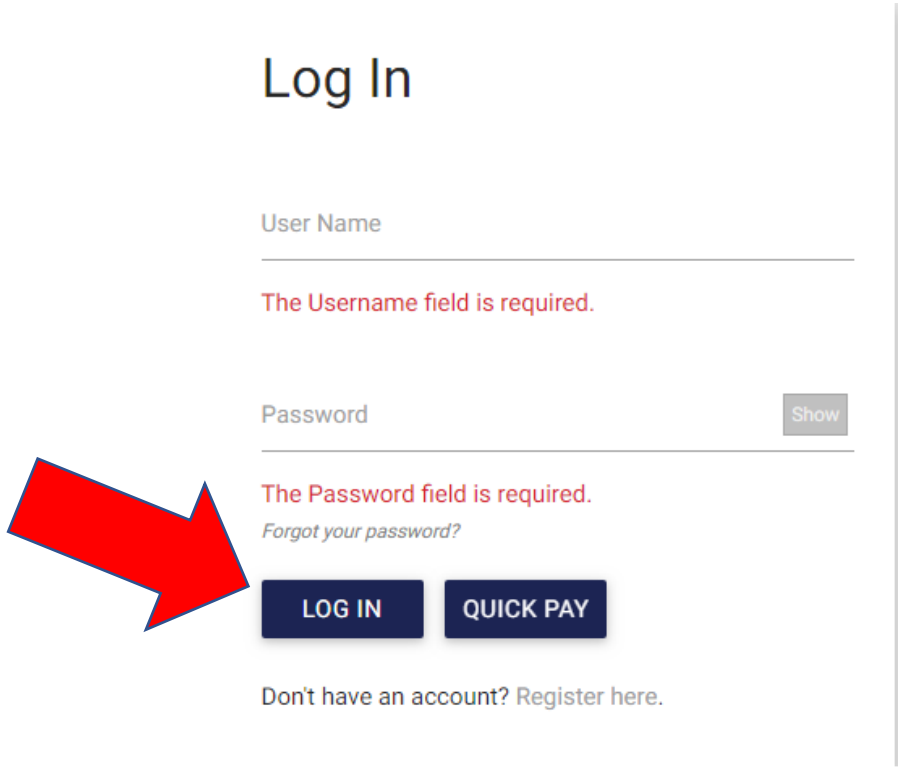
- Check the Customer Name and address displayed.
- Click "YES, This is my account"
- If the name or address is incorrect, please call the customer service office.

Registration Process: Complete Registration



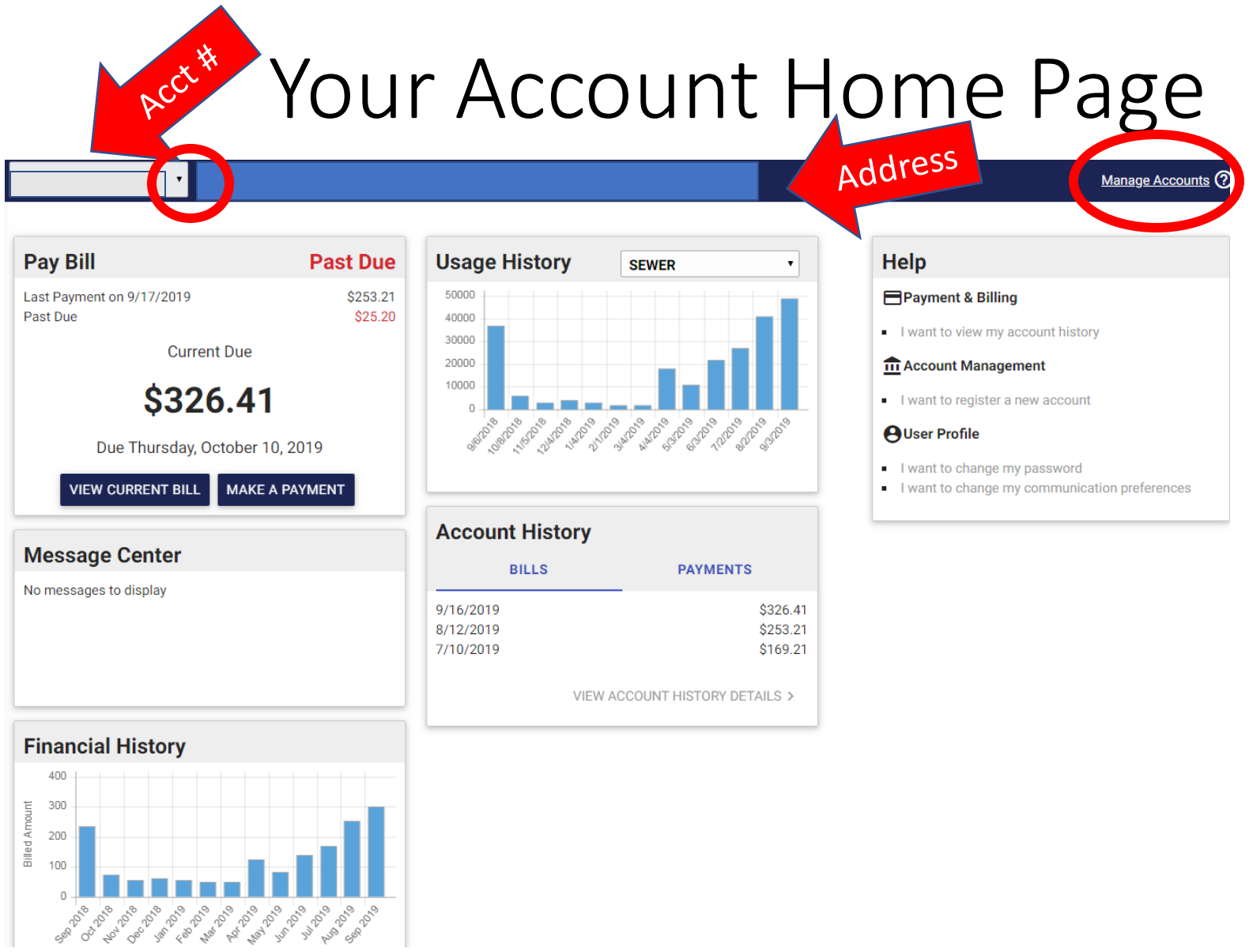
- Select a username you will remember.
- The email address will auto populate from what is currently on your account, but this can be edited now.
- Type in your password twice for verification. The password needs to be at least 5 characters and contain a number.
- Click "REGISTER"
- "Registration Success" will be displayed on the following screen.
- You will receive a confirmation email.

Accessing your Account



- Type in your username and password
- Click "LOG IN"
- The next screen will show your Account Home Page

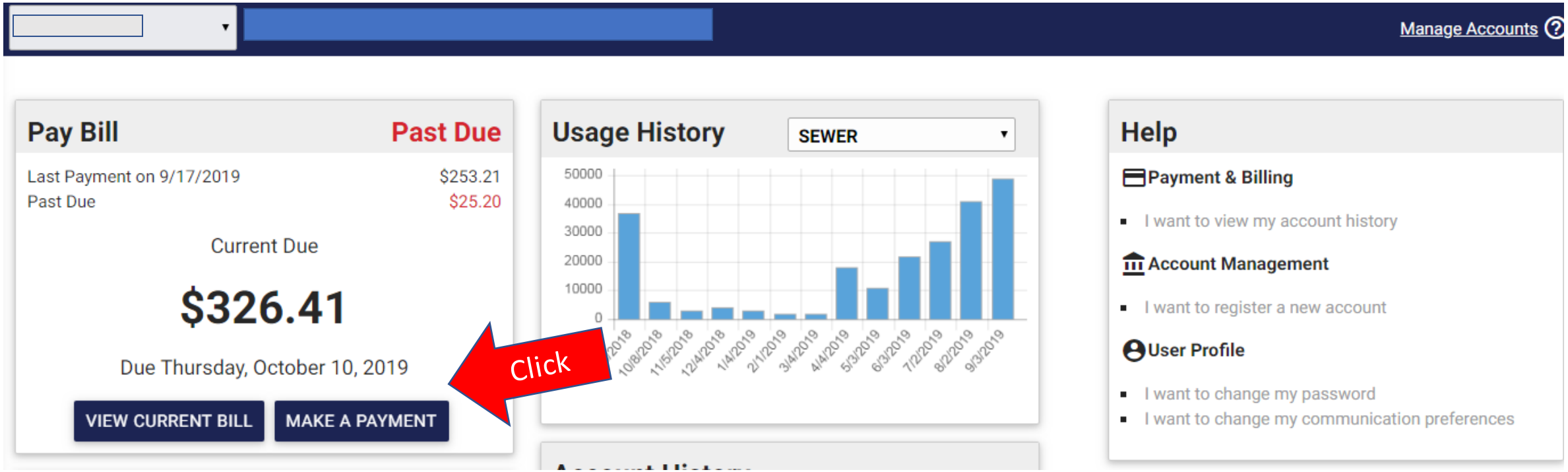
Your Account Home Page



Crossroads utility services

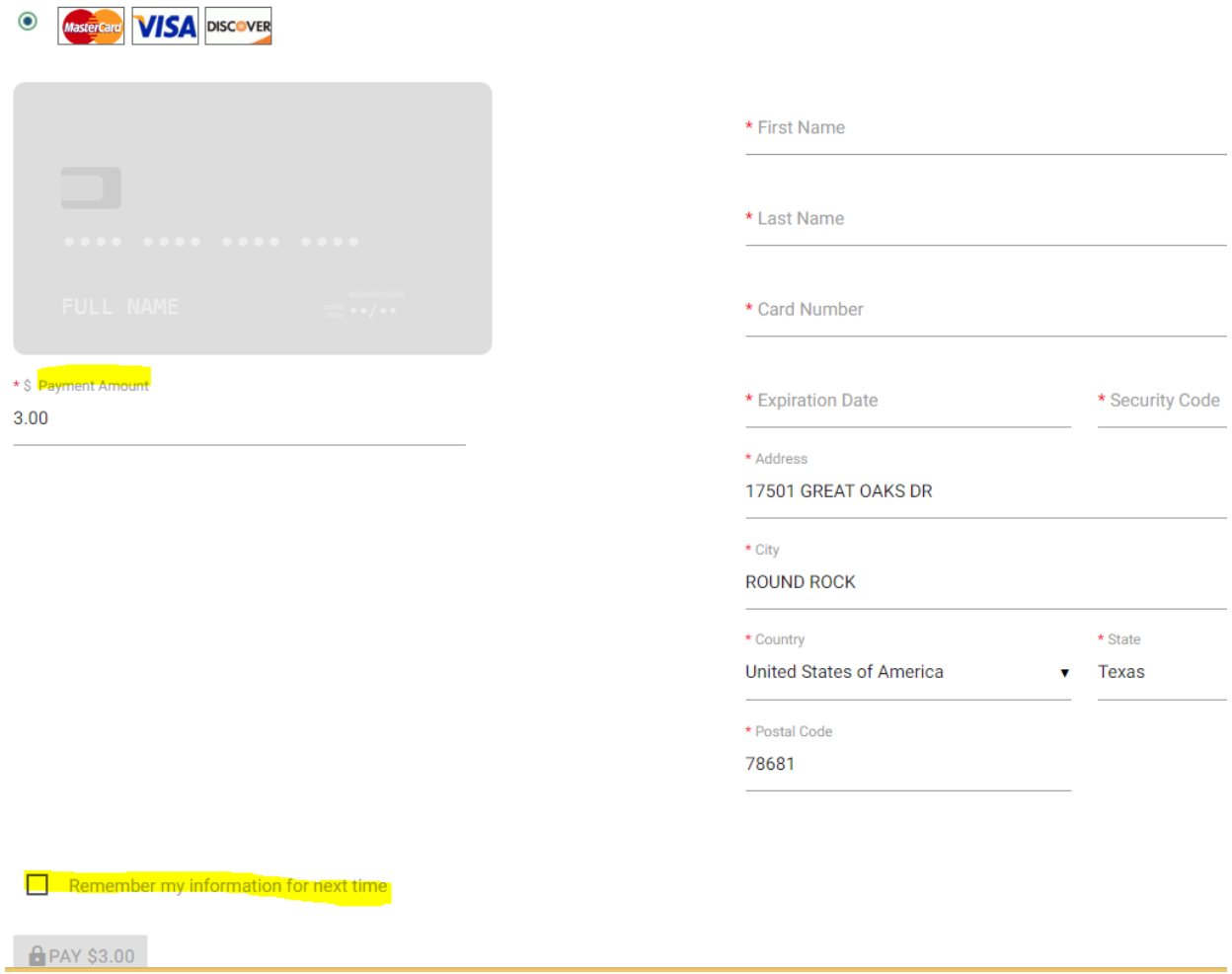
- Check your address at the top of the screen
- If you have additional accounts at different addresses that you manage, click on "Manage Accounts" or the small arrow in the drop down of your account number to switch to another account.

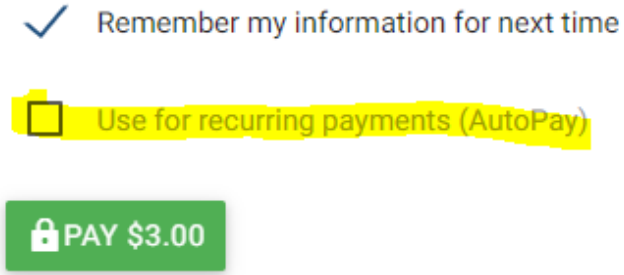
Make a Payment



Click "MAKE A PAYMENT"

Make a Payment Continued

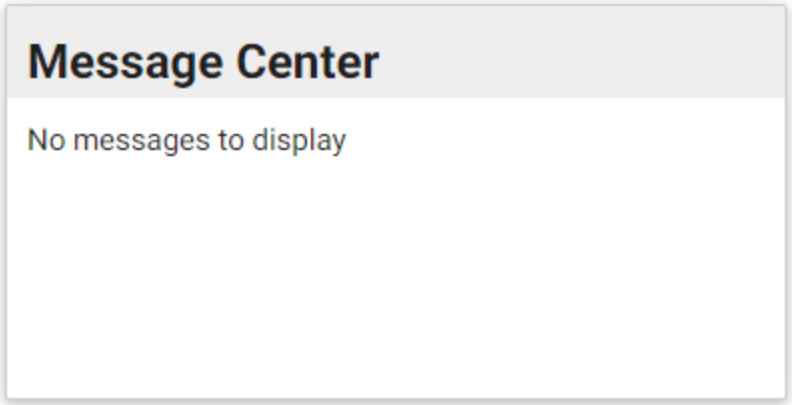




- When you click "Make a Payment" the screen on the left appears.
- Fill out the required fields showing a red asterisk.
- Once you have entered in your card information, you will have the option to save your card information for future payments by selecting "Remember my information for next time"
- You also have the option to select "Use for recurring payments" if you would like to pay your monthly utility bill automatically using your saved card information.
- If there is a fee for this service, it will appear on this screen.

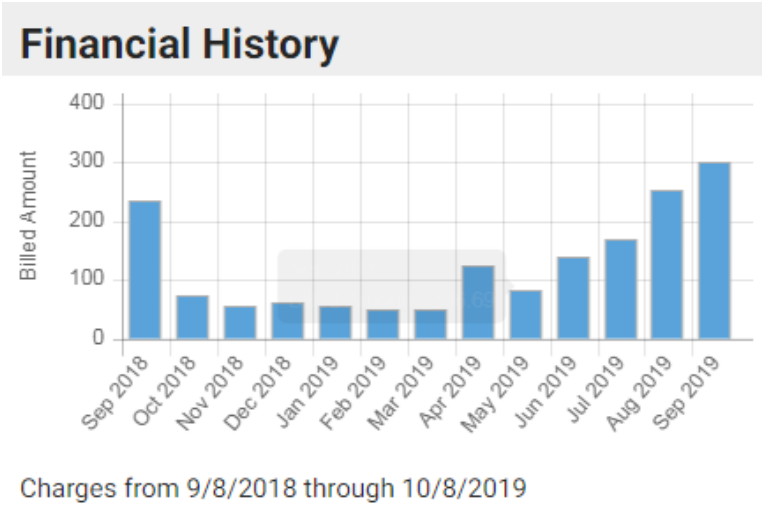
Message Center

Message Center Widget:
Displays and news related to your account, similar to the bill messages shown on your statement. You may also be notified of any online portal issues or updates in the message center.



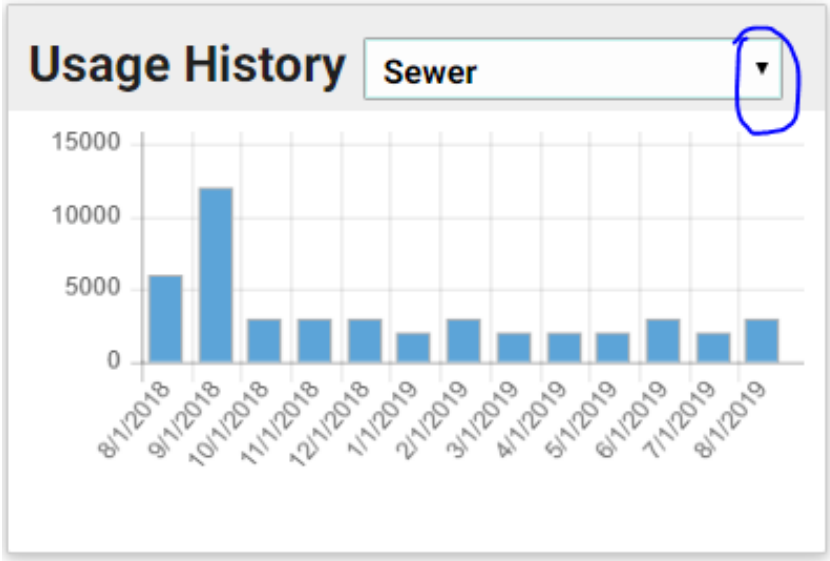
Financial History

Financial History Widget:
Shows how much you are spending on your utility bill on an annual basis. Some customers may find this useful during tax time.



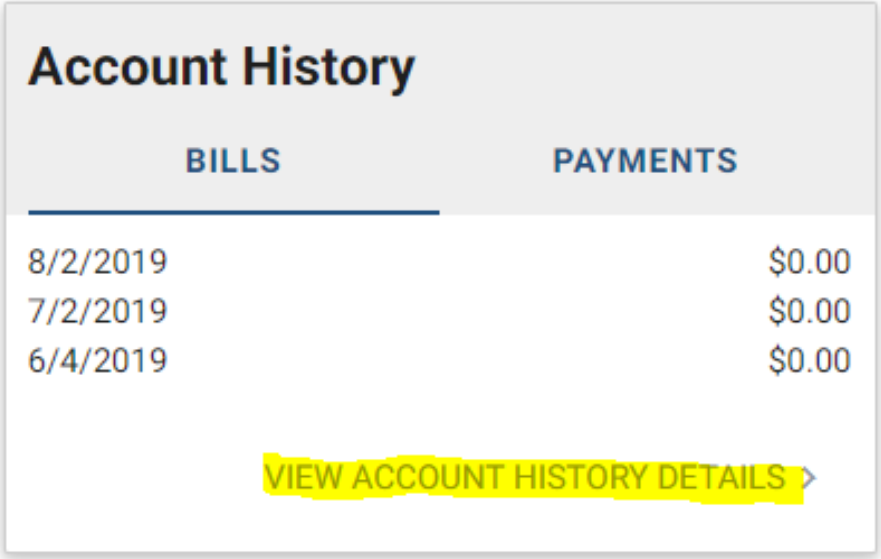
Usage History

Usage History Center Widget:
Shows 12 months of water/sewer consumption. It autopupulates to show sewer history. Click on the drop down arrow to see your water history.



Account History

Account History Widget:
Provides your complete account history of both bills and payments. You can access this information by clicking on "View Account History Details"



Help Page

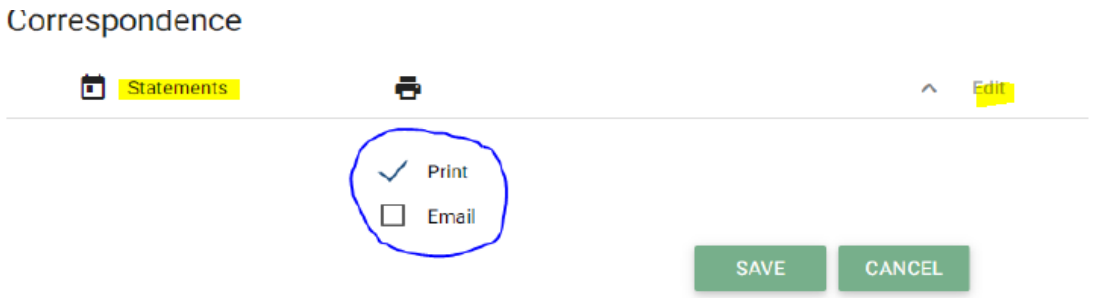
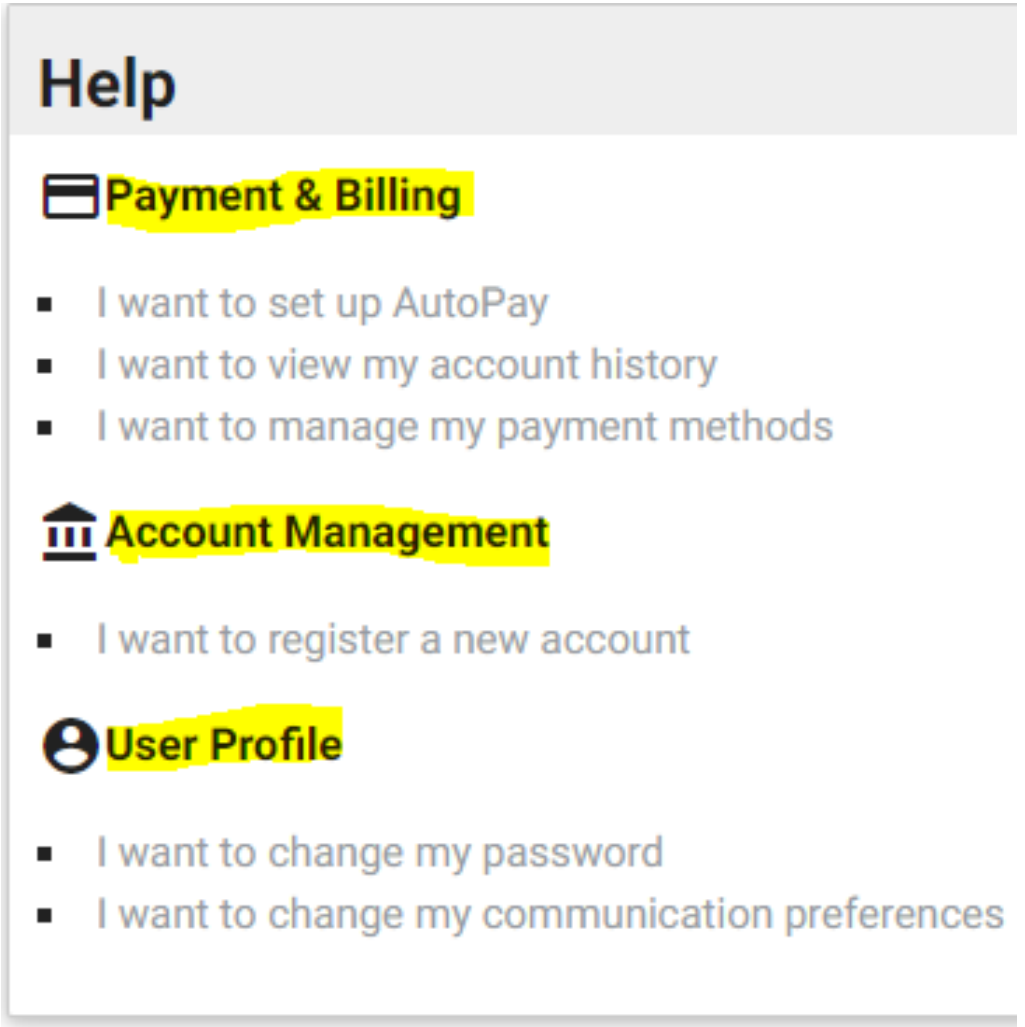
Payment & Billing:

- Set up autopay with a credit/debit card or bank account (ACH) information. You will be able to view, add, edit, and/or delete information here. Please double check all account numbers for accuracy.
- View Account History
- Manage Payment Methods shows you all your saved methods of payment. You will be able to view, add, edit, and/or delete information here.

Account Management:

- If you have multiple accounts and want to manage them under one username, please click here.

User Profile:

- Update passwords and communication preferences here. By clicking on this, you are able to:

1. View or change your mailing address
2. View or change your portal and billing email
3. View or change your phone number
4. Request to receive your bill paperless under the "Correspondence Tab"