Making an Eagle River Water & Sanitation bill payment online is designed to be a seamless and versatile bill payment experience for all of our customers.

In this short illustrated guide, step-by-step instructions are provided to outline the process — whether you are looking to make a one-time, unregistered payment or set up an account to enjoy additional service features such as auto payments.

**STEP 1**

**STEP 2**
Click the “LOGIN” button located in the middle of the homepage under “MANAGE YOUR ACCOUNT”
**STEP 3**

In a new browser tab, the Eagle River Water & Sanitation District bill payment portal, powered by our 3rd party vendor, Paymentus, will open.

Here, you have the choice to either make a one-time, unregistered payment or register an account to take advantage of additional options. Account registration instructions are below and detailed one-time payment steps can be found beginning on page 4.

---

**Registering an Account**

**STEP 1**

To register an account, click the ‘Register Now’ link in the box labeled ‘Login’ on the right.
STEP 2
Fill in the account registration form fields to create your profile. New users will be asked to provide the following:

- Valid email
- 8 character password (twice)
- Name
- Zip Code
- Phone Number
- Answers to two security questions selected from a drop-down menu

Click the ‘Enroll’ button to finish.

STEP 3
Upon successfully completing registration, the ERWSD Customer Portal will open.

To add your ERWSD account information, confirm that the ‘Accounts’ icon is selected in the navigation menu on the far left side of the screen.

Next, enter your customer-account number (no dashes) and select your preferred bill notification settings. Your account is now synced online!
Making a One-Time Payment

**STEP 1**
To make a one-time payment, click the 'Pay Now' button in the box labeled 'Make One-Time Payment' on the left side of the main ERWSD portal page.

**STEP 2**
Under the ‘Enter Account Information’ box, fill in fields with the requested information:

- Customer/Account Number (no dash)
- Email Address (twice)
Making a One-Time Payment

STEP 3
After correctly submitting your account information, the due date and account balance will display on the right side of the page under "Current Bill".

If you are ready to make a payment, you will be asked to provide the following information:

- Name
- Phone Number
- Zip Code
- Amount to Pay
- Payment Method (Credit Card, Debit Card, eCheck/Bank Account)

![Payment Information Form]

STEP 4
Depending on the payment method selected, the following information will be requested:

CREDIT
- Card Number
- CVV
- Expiration Date (MM/YYYY)
- Cardholder Name

![Payment Method Form]
STEP 4 (Con’t)
Depending on the payment method selected, the following information will be requested:

**DEBIT**
- Card Number
- CVV
- Expiration Date (MM/YYYY)
- Cardholder Name

**eCHECK/BANK ACCOUNT**
- Checking/Savings
- Routing Number
- Account Number
- Bank Name
- Account Holder Name

View Authorization Agreement for direct debit payment (ACH Debit)

I authorize ACH direct debit payment (ACH Debit).
STEP 5
Following confirmation that the submitted information is valid, you will be asked to confirm payment on the page below.

If you are satisfied that the details are correct, agree to the ‘Terms and Conditions’ and click the ‘Pay $xxx.xx’ button to submit payment.

ALL DONE!
A printable transaction will display, as well as the option to make another payment or exit the payment site and return to erwsd.org