

AUTOPAY ENROLLMENT INSTRUCTIONS

NOTE:

You will need to have completed Portal Registration before you can continue, [click here for step-by-step instructions to complete Portal Registration](#).

Make sure you have your payment information ready.

We accept Visa, Mastercard only. For electric checking (E-Check) you will need your routing and checking numbers off your check.

Setting up Autopay is **not** available from 7:30 p.m. to 2:00 a.m. due to nightly maintenance.

The examples are color coordinated and will not be on our website.

For best results, Chrome is recommended.

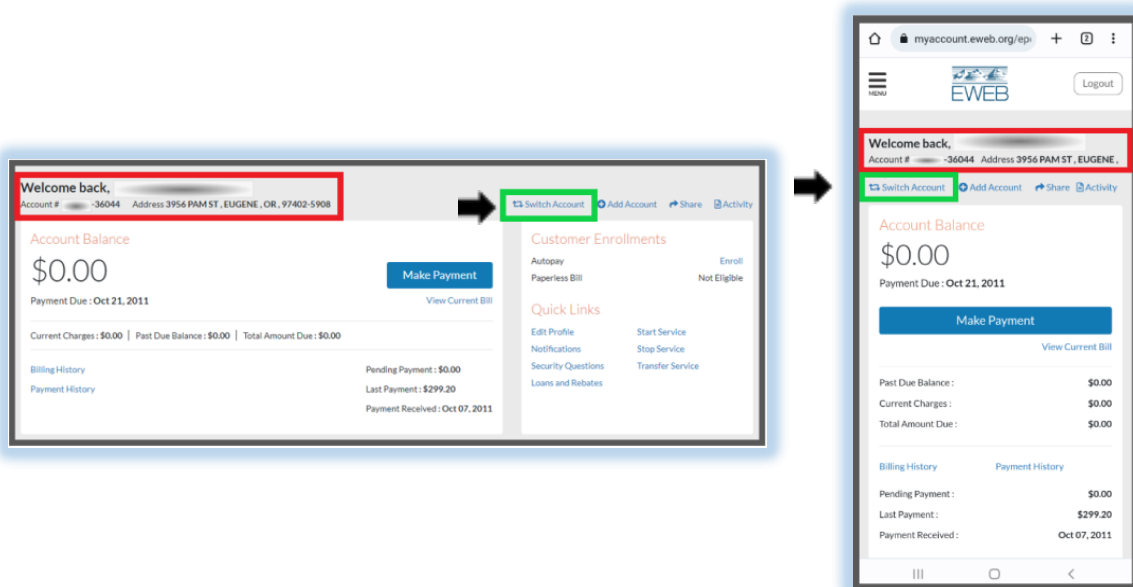
Step One:

- Locate the Account Holder's name, account number and address. (Red)
- Verify this is the correct account and address you want to enroll into Autopay.

Note: If you are viewing the correct account, [click here to go to Step Two](#).

If you are not viewing the correct account, continue with this step.

- Click on Switch Account to view all the registered accounts. (Green)



Note: If you do not see the account you want to enroll, click on Add Account. (Orange) and follow the prompts. After the account is added you will be directed to the Account Summary page. Click on Switch Accounts to return to this page.

- Locate the Account number you want to enroll. (Green)
- Click on that account number.

Note: This will return you to the Account Summary page for that account.

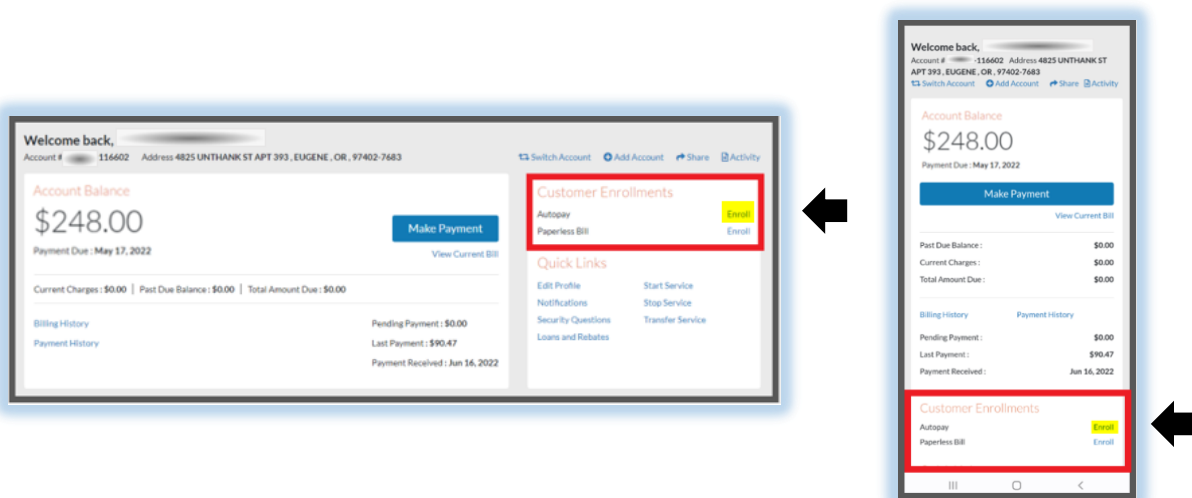


Step Two:

- Locate Customer Enrollments (Red)

Note: If you see the word **Enroll,** click on it to continue. (Yellow)

If you see the word **Enrolled,** Autopay already has been set up on this account. If you want another account on Autopay, you will need to switch accounts.



Step Three:

- Check to see if the Saved Payment Account box is filled. (Orange)
- If correct payment account:
- [Click here to skip to Step Four.](#)
- If incorrect payment account:
- Click on the dropdown arrow. (Dark Blue)
- If the correct payment account is in the dropdown, highlight and click on it to fill in the box.
- [Click here to skip go to Step Four.](#)
- To add an additional payment account or if it is empty:
- Click on Add Payment Method (Green) and continue with this step.

Autopay

Account # 116602 | Address 4825 UNTHANK ST APT 393, EUGENE, OR, 97402-7683

Enrollment Details

When you enroll in autopay, we'll automatically debit the checking account, debit card or credit card you've chosen every month for the total amount due for your EWES and City of Eugene utility services on the bill due date. Your monthly bill will indicate you are enrolled in autopay and that you do not need to make a payment. You do not have to be a paperless customer to enroll in autopay.

Available Notifications

- You can opt to receive email/text reminders three days in advance of your automatic payment processing.
- Autopay customers receive a confirmation email when the payment has been processed.
- Additional notifications are available in the "Notifications" portion of the portal.

Managing Autopay

Once enrolled in autopay, you have the ability to:

- Update the payment method associated with your automatic payments
- Please note, if you delete from your online wallet the payment method associated with your autopay enrollment, this will disrupt your payments.
- Cancel your enrollment in autopay at any time
- Skip your next scheduled automatic payment

Select Payment Account

Saved Payment Account

VISA 1559 or **Add Payment Method**

Autopay Reminder: Receive a reminder three days before the payment will process

portal@efuactions22@gmail.com | Stop Add Phone

By clicking "Continue", I agree to Terms & Conditions

Cancel

Autopay

Account # 116602 | Address 4825 UNTHANK ST APT 393, EUGENE, OR, 97402-7683

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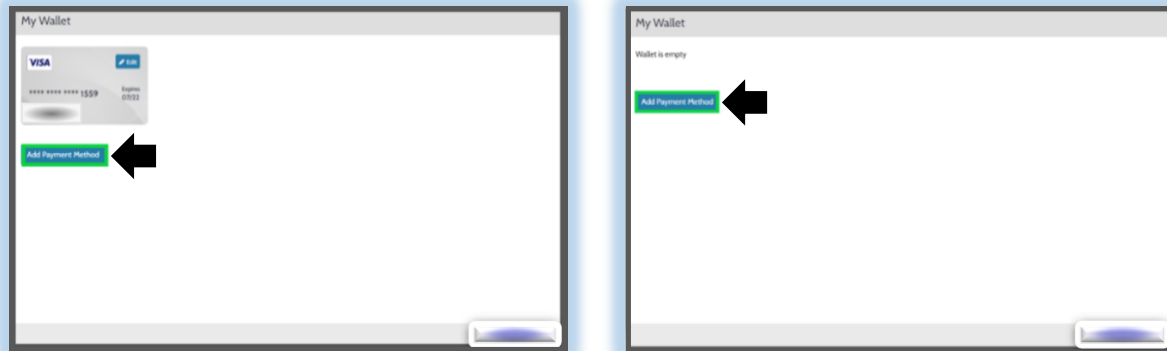
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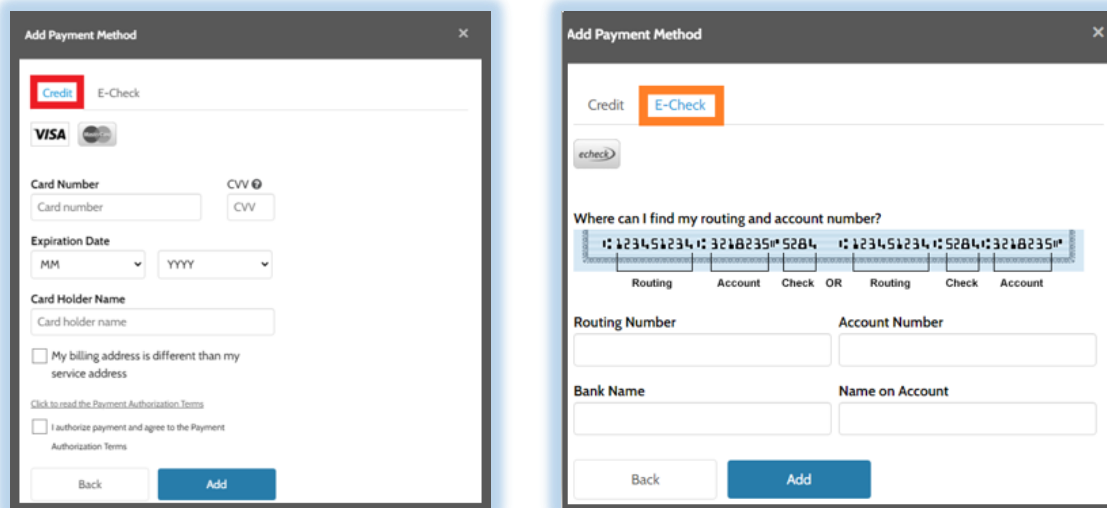
Note: This will direct you to My Wallet. It will have your payment method(s), or it will be empty.

- Click on Add Payment Method. (Green)



Note: The first tab is for Credit/Debit Cards. (Red) The second tab is for E-Check. (Orange)

Make sure you enter banking account numbers correctly. With E-Check if your payment(s) are returned unpaid to EWEB, a fee may be assessed.



- [Click here to go to Credit Payment Method.](#)
- [Click here to go to E-Check Payment Method.](#)

FOR CREDIT

- Fill in your payment account information. (Yellow)
- If your billing address is different than the service address, click on the box (Orange) and complete the billing address information. (Yellow)
- Click on the link to read the Payment Authorization Terms. (Pink)
- Click on the box if you agree to the terms and to authorize payments. (Light Blue)

My Wallet
Wallet is empty
Add Payment Method

Add Payment Method

Credit E-Check

VISA

Card Number CVV

Expiration Date

Card Holder Name

My billing address is different than my service address

[Click to read the Payment Authorization Terms](#)

Authorize payment and agree to the Payment Authorization Terms

Back

Add Payment Method

Credit E-Check

VISA

Card Number CVV

Expiration Date

Card Holder Name

Address
Billing Address Line 1
Billing Address Line 2

City

State

ZIP Code

My billing address is different than my service address

- Click on Add to save payment method. (Orange)
- Click on Continue to Autopay (Green) and [click here to skip to Step Four.](#)

Add Payment Method

Credit E-Check

VISA

Card Number CVV

Expiration Date

Card Holder Name

My billing address is different than my service address

[Click to read the Payment Authorization Terms](#)

Authorize payment and agree to the Payment Authorization Terms

Back

My Wallet

VISA

**** * 1559 Expires 07/22

FOR E-CHECK

Note: Use the routing and checking numbers off a check. Do not use a deposit slip.

If the routing number is correct, it will auto-populate Bank Name.

For Name on Account enter the name as it appears on the bank account.

- Fill out your payment account information. (Yellow)
- Click on Add to save payment method. (Green)

The screenshot shows the 'Add Payment Method' dialog box. At the top, 'Credit' is set to 'E-Check'. Below this, there is a question: 'Where can I find my routing and account number?' followed by a visual representation of a check with routing and account numbers highlighted. The form has four main input fields: 'Routing Number', 'Account Number', 'Bank Name', and 'Name on Account'. The 'Add' button at the bottom right is highlighted in green, with a black arrow pointing to it.

Note: After your payment method is saved, it will look like a Credit/Debit card even if you had selected E-Check.

- Click on Continue to Autopay. (Green)

The screenshot shows the 'My Wallet' screen. A card is displayed with the text 'echeck CHECKING' and a masked account number '.....4461.....8392'. At the bottom right of the screen, there is a green button labeled 'Continue to Autopay', with a black arrow pointing to it.

Step Four:

- Verify this is the correct EWEB account number and address. (Orange)
- Review the Enrollment Details. (Red)
- Verify the correct payment method is selected. (Dark Blue)
 - If it isn't correct you will need to change the payment method.
- Add your phone number for reminders. This is optional. (Pink)
- Click on Terms & Conditions to read. (Light Blue)
- If you agree to the Terms & Conditions, click on Continue. (Green)

Autopay

Account # [REDACTED]-116602 | Address 4825 UNTHANK ST APT 393, EUGENE, OR, 97402-7683

Enrollment Details

When you enroll in autopay, we'll automatically debit the checking account, debit card or credit card you've chosen every month for the total amount due for your EWEB and City of Eugene utility services on the bill due date. Your monthly bill will indicate you are enrolled in autopay and that you do not need to make a payment. You do not have to be a paperless customer to enroll in autopay.

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- Update the payment method associated with your automatic payments
Please note, if you delete from your online wallet the payment method associated with your autopay enrollment, this will disrupt your payments.
- Cancel your enrollment in autopay at any time
- Skip your next scheduled automatic payment

Select Payment Account

Saved Payment Account
VISA [REDACTED] 1559 or [REDACTED]

Autopay Reminder: Receive a reminder three days before the payment will process

EMAIL ADDRESS
portalinstructions22@gmail.com [Add Phone](#)

By clicking "Continue", I agree to Terms & Conditions



Step Five:

- Review the autopay details. (Red)
- Verify it is the correct EWEB account number and payment method. (Orange)
- Click on Accept if everything is correct. (Green)

Review Details

Account # [REDACTED]-116602 | Address 4825 UNTHANK ST APT 393, EUGENE, OR, 97402-7683

Please review the details below and click "Accept" to continue with enrollment. Clicking "Do Not Accept" will discontinue the enrollment process and return you to your Account Summary.

- Your enrollment will be effective in one business day.
- We'll automatically debit the checking account, debit card or credit card you've chosen every month for the total amount due for your EWEB and City of Eugene utility services on the bill due date.
- Your monthly bill will indicate you are enrolled in autopay and that you do not need to make a payment.
- If you have a past due balance at the time of enrollment that amount, plus any current charges will be debited on the bill due date.

Autopay Details

Account # [REDACTED]-116602
Address 4825 UNTHANK ST APT 393, EUGENE, OR, 97402-7683
Payment Method MC*****
Name [REDACTED]

- Click on Done to return to your Account Summary. (Green)

Confirmation

Account # [REDACTED]-116602 | Address 4825 UNTHANK ST APT 393, EUGENE, OR, 97402-7683

This account is now enrolled in autopay.

Account # [REDACTED]-116602
Address 4825 UNTHANK ST APT 393, EUGENE, OR, 97402-7683
Payment Method MC*****
Name [REDACTED]

Note: If you are enrolling within one business day of your due date (Yellow) and a balance is due (Red/Orange), make a one-time payment. (Green) This will not create duplicate payments.

Welcome back,

Account # [REDACTED]-116602 | Address 4825 UNTHANK ST APT 393, EUGENE, OR, 97402-7683

Account Balance

\$248.00

Payment Due: May 17, 2022

Current Charges: \$0.00 | Past Due Balance: \$248.00 | Total Amount Due: \$248.00

Billing History | Payment History | Pending Payment: \$0.00 | Last Payment: \$90.47 | Payment Received: Jan 16, 2022

Customer Enrollments

Autopay: Enrolled | Manage | Enroll
Paperless Bill: Enroll

Quick Links

Edit Profile | Start Service
Notifications | Stop Service
Security Questions | Transfer Service
Loans and Rebates

Repeat these instructions for any additional accounts you want to enroll.

NOTE:

If you want Paperless Bills, [click here to continue to Paperless Bill Instructions to enroll.](#)