

How to set up a Customer Portal

We hope you enjoy our new customer portal feature which gives you control over your account information, payment schedules, credit card information and billing notifications.

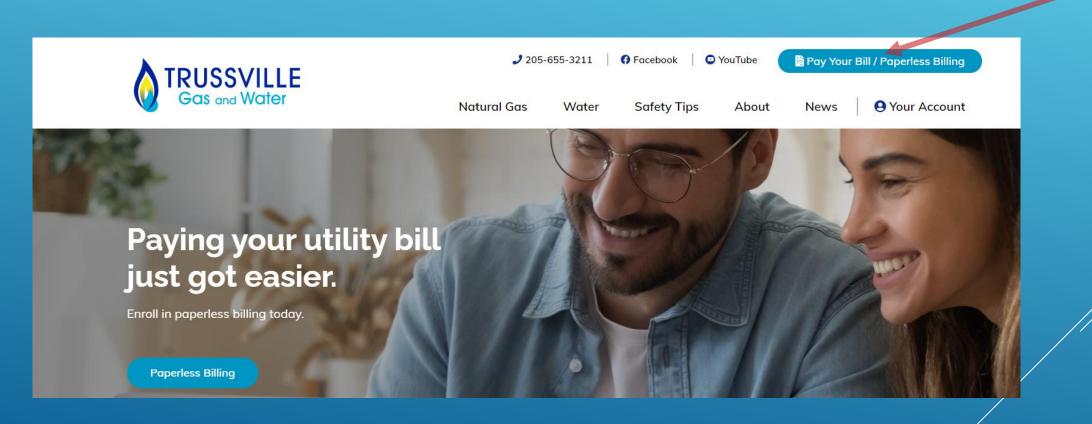
Please follow the steps in the attached document to set up your portal.

We are glad to have you as part of our Trussville Gas & Water community!

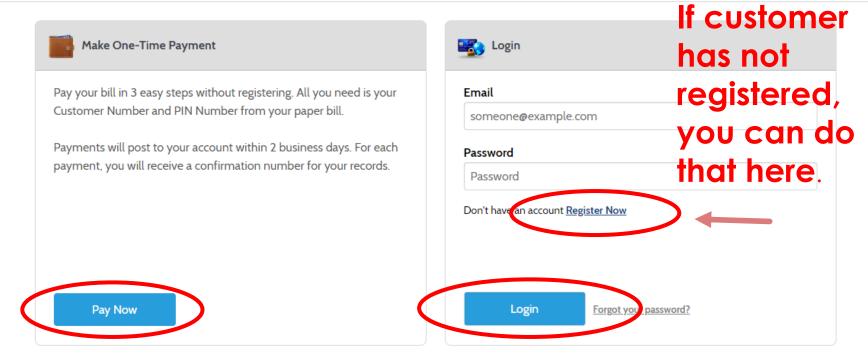
How to register for Customer Portal

Visit Trussville.com

Click Pay Your Bill / Paperless Billing







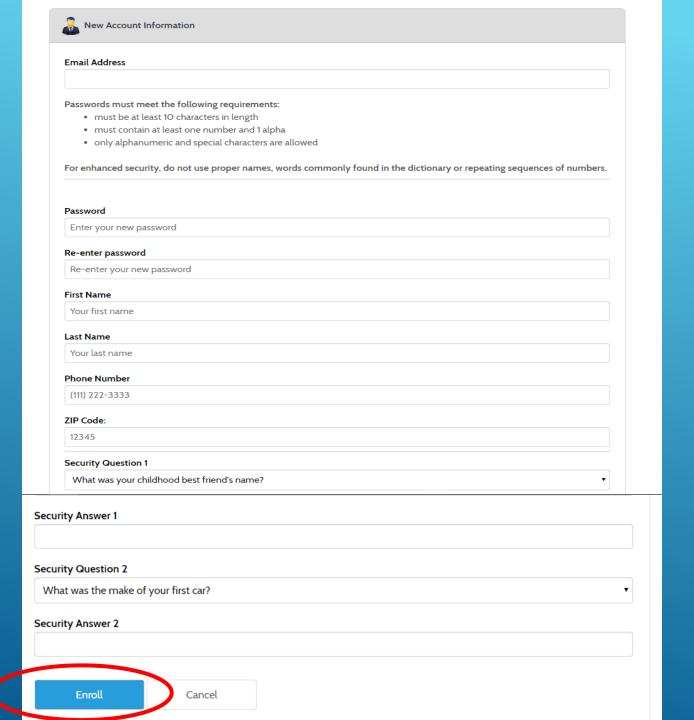
This feature is ONLY for customers who want to make a one time payment. It is recommended that you create an account.

After you have set up an account, simply enter email and password and Login.

Paymentus

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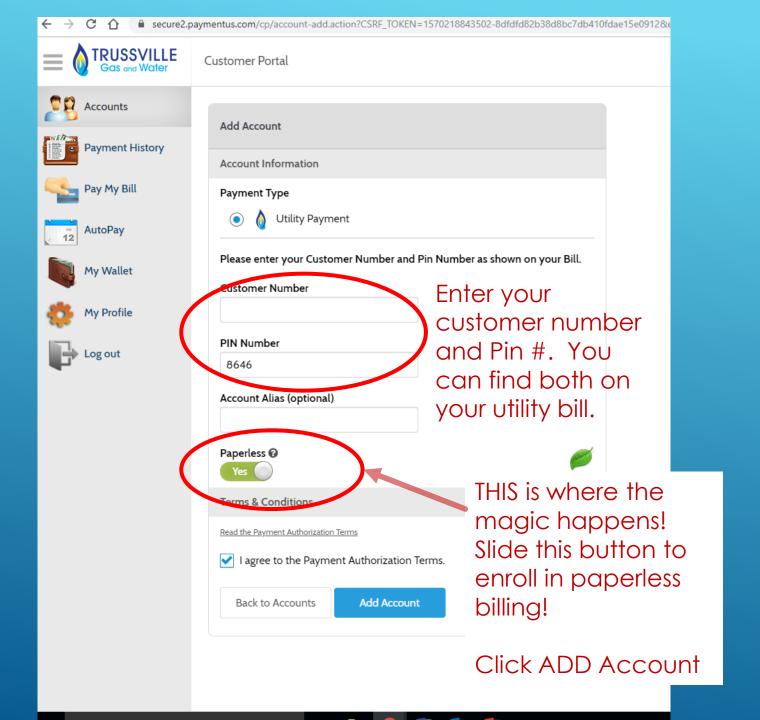


Please complete every blank on this screen. You will only have to do this once.

Please enter accurate information, including email. This is how you will receive billing notifications.

Enter a password that you can remember. Make a note of it.

Once all of the information is accurate and complete, Click ENROLL





Customer Portal





Payment History



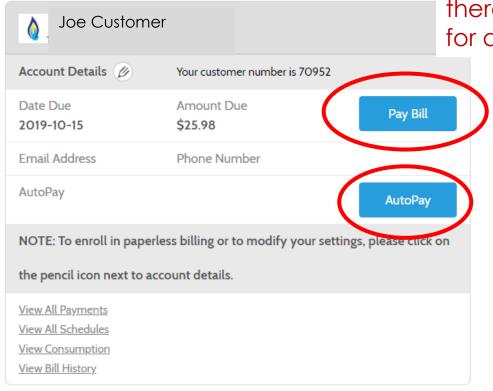








Accounts



Go back into accounts to view your utility bill. If there is no amount due at this time, it is not time for a payment.

> You can also enroll In AutoPay here to have your utility bill automatically deducted from your bank account, or credit card. Payments will be deducted on the bill due date listed on your bill. You can select to be notified before your payment will be drafted.



If you have multiple accounts that you pay, you can click the "add account" button to add additional accounts to this portal.



Customer Portal



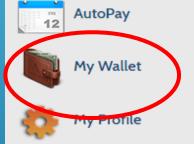
Accounts



Payment History

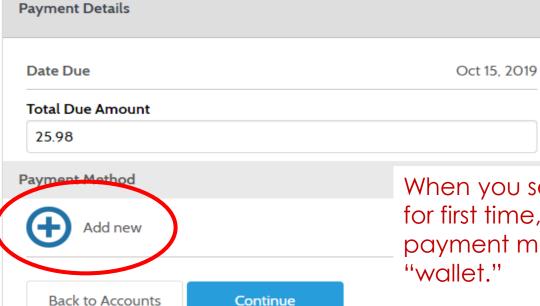


Pay My Bill



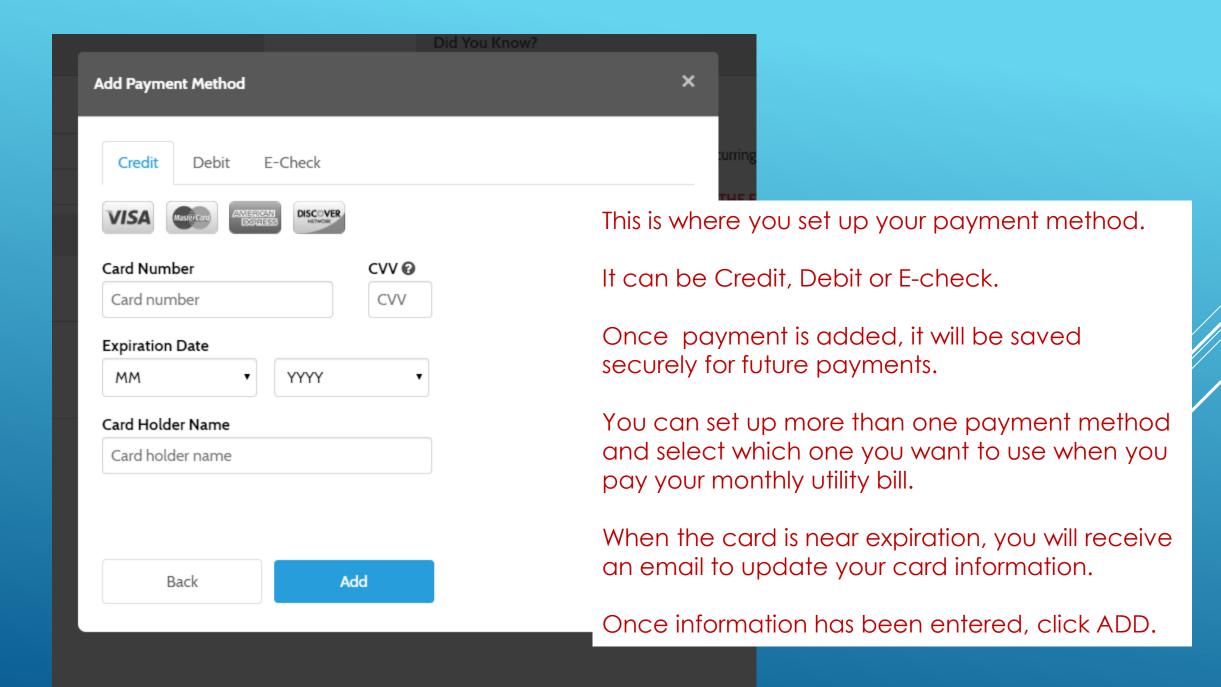
Log ou

Pay My Bill > Customer # 55555



When you set up your account for first time, you must add a payment method in your "wallet."

click "Add New" to enter a new payment method. This method will be securely saved for future payments.





Customer Portal





Payment History



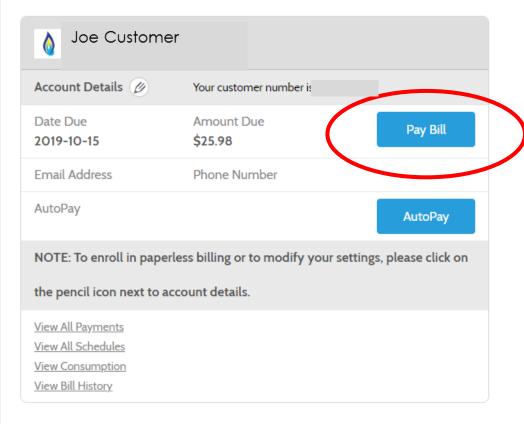






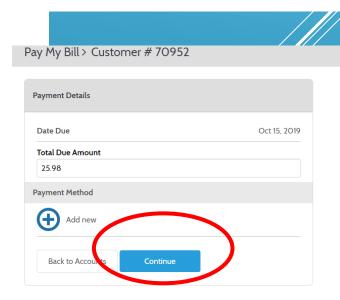


Accounts



Enters amount to pay and click "continue" to make payment.

Now, you can go into accounts and click "Pay Bill" and select a payment option to pay your bill.



You have successfully set up your Customer Portal!

For additional features, continue through slides.

Functions within the Customer Portal -Accounts

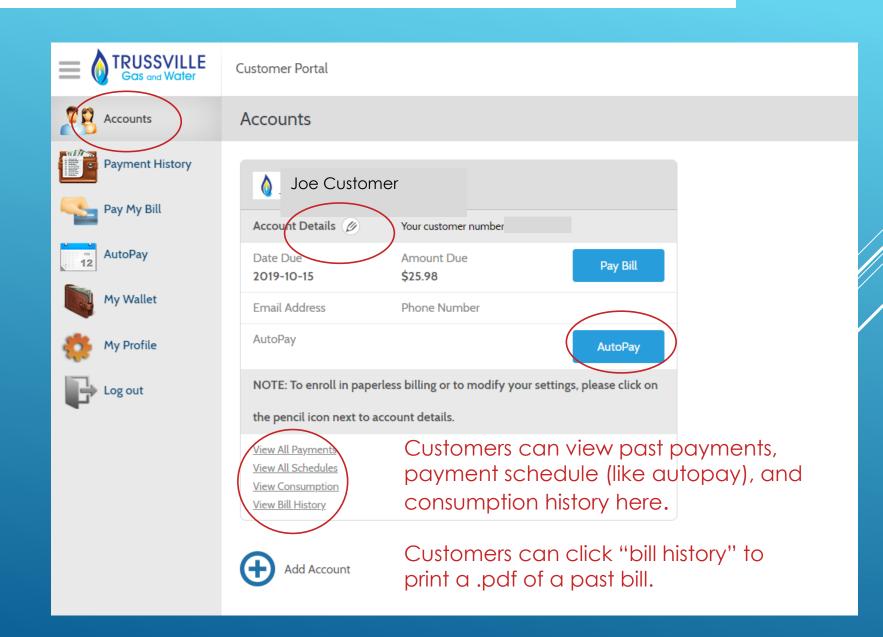
Customer can view all accounts in the portal.

Most customers will only have one account.

Rental Property owners may have multiple accounts listed.

Customer can enroll in paperless billing here buy clicking the pencil.

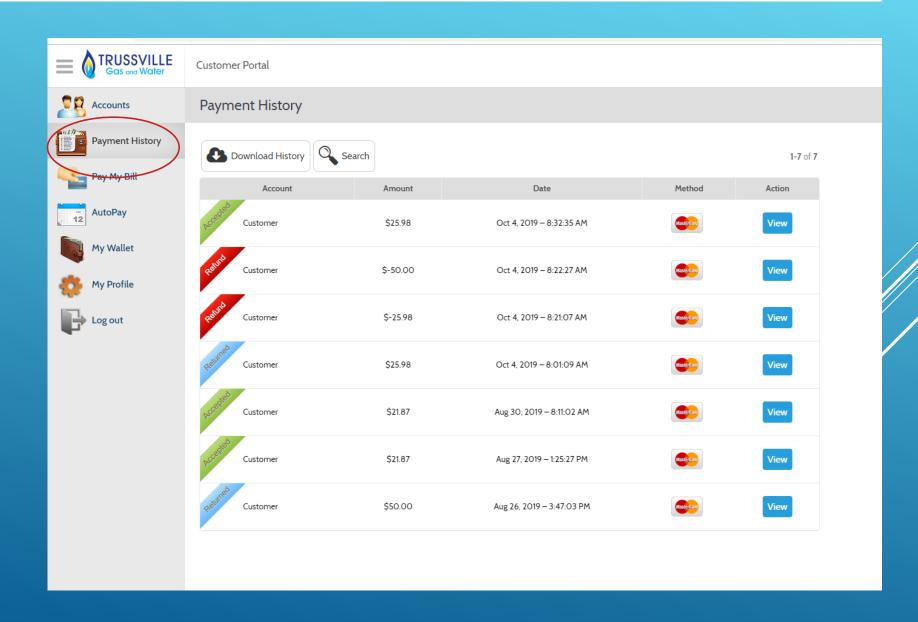
Customers can enroll in AutoPay here by clicking the blue box.



Functions within the Customer Portal –Payment History

Customer can view all past payments that have been made through Paymentus and print .pdf of previous bills.

Payments made before account setup may not show up here.

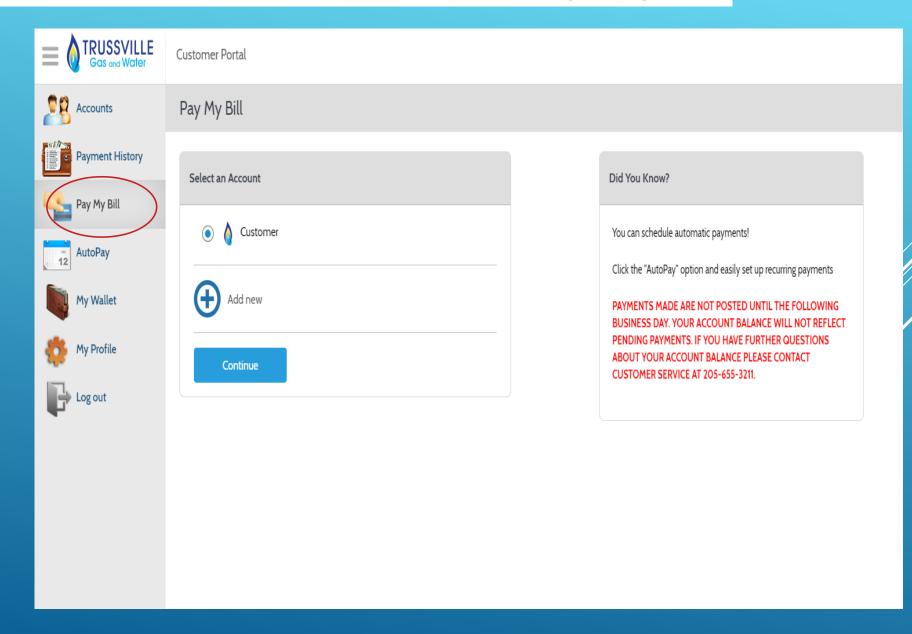


Functions within the Customer Portal –Pay My Bill

Once customer has set up customer portal, they can go directly here to pay their bill.

If customer enrolled in paperless billing, the bill will be emailed and payment can be made through a link sent via email.

If customer enrolled in AutoPay, utility bills will be deducted automatically and there is no need to return to portal unless changes need to be made to the account.

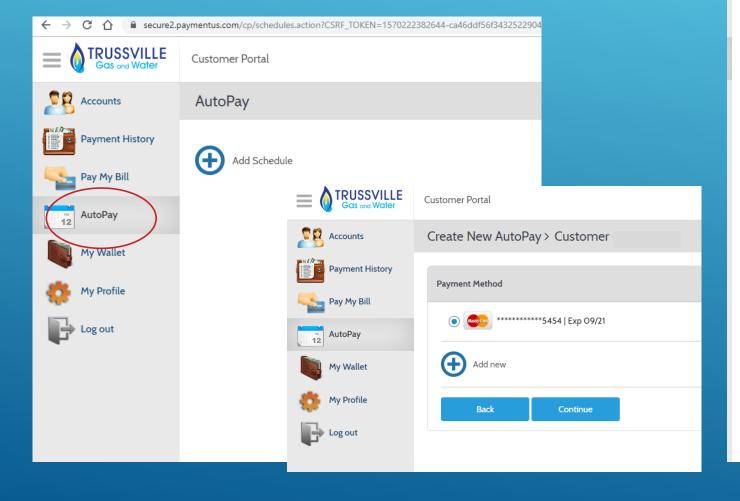


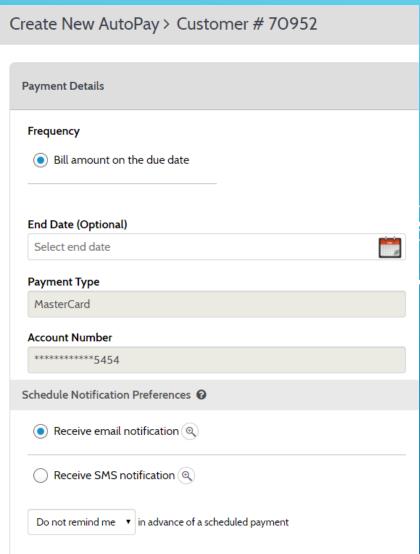
Functions within the Customer Portal – AutoPay

Customer can enroll in AutoPay here.

They can have any payment method they set up auto drafted.

The utility bill will deduct on the DUE DATE printed on the bill.





Functions within the Customer Portal – My Profile

This is the account information customer set up in the portal.

Customers can change a password, phone number, or an email here.

This will only change information in Paymentus, it will not upload to any other site.

If changing a mailing address or other account information, call customer service 205-655-3211.

