

Instructions for the Online Payment Portal with Three Lakes Water Association

A. Setting Up a New Login ID and Password

1. On the **Welcome** page of the online portal under the **New Users** section, select **Enroll Now**.
2. On the following page, select **Continue**.
3. On the next page, enter your **Account Number** and **Meter Number**. This can be found on your residential water bill.
4. Select the **I'm not a robot** box.
5. Select **Continue**.
6. Read through the terms and conditions page and select **Agree**.
7. On the next page, enter your desired login, password, payment, and contact information into the required fields. If a payment method was previously saved through the One-Time Payment option, the funding details will already be saved. **This information can be changed after enrolling.**
8. Review and verify your account details before completing your account set up.

B. Enrolling Your Account in AutoPay

1. Once you've created your account, login with your Login ID and Password on the **Welcome** page of the online portal.
2. Select the **I'm not a robot** box.
3. Select **Login**.
4. On the **Account Summary** page, select the **Payment Actions** drop-down.
5. Select **Set Up Autopay Payments**.
6. On the **Autopay Set Up** page, select your **Payment Method** from an existing funding source or add a new bank account and enter the details of your new funding source.
7. Select **Continue**.
8. On the following page, review your AutoPay setup information. If any edits need to be made, select **Edit**. If the information displayed is as you intended, select **Confirm**.
9. Once complete, an AutoPay confirmation page with details of your setup will be displayed for your records. Confirmation of your AutoPay enrollment will also be emailed to your designated email address.

C. Making a One-Time Payment Using "Guest Payment"

1. On the **Welcome** page of the online portal, select **Make a Guest Payment** on the bottom right-hand side of the page.
2. Enter in your **Account Number** and **Meter Number**. This can be found on your residential water bill.

3. Select the **I'm not a robot** box.
4. Select **Continue**.
5. On the **Enter Payment** page under **Funding Source Details**, select your funding source or **New Bank Account** and enter the details of your new funding source.
6. Under **Payment Date**, select the date you would like your payment to be processed.
7. Under **Payment Amount**, select the **Current Billed Amount** or enter the amount you would like to pay.
8. Select **Continue**.
9. On the following page, review your payment information. If any edits need to be made, select **Edit**. If the information displayed is as you intended, select **Confirm**.
10. Once complete, a payment confirmation page will be displayed with a confirmation number for your records. Confirmation of your payment details will also be emailed to your designated email address.

If you have any other questions or require further assistance, please contact our office by phone at

(360) 568-8022 or by email at customerservice@3lwa.org.

Contact hours for the office are 9:00 a.m. to 3:00 p.m. Monday - Friday