

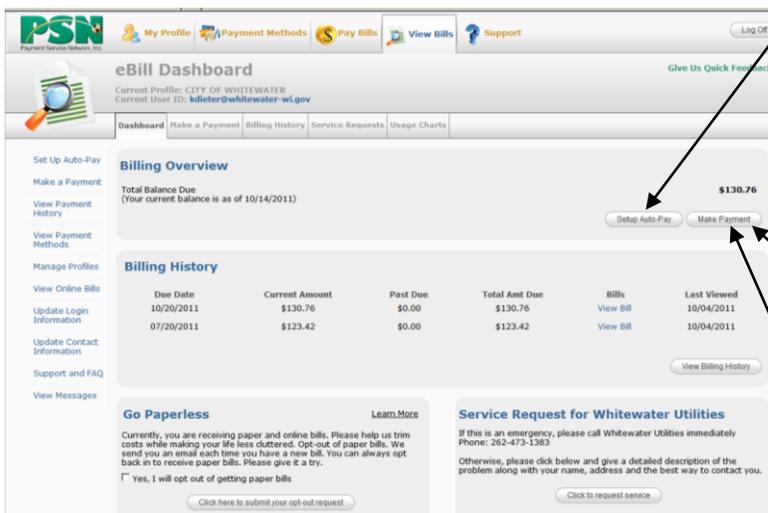


The City of Whitewater offers the convenience of FREE online utility payments. To register online, follow the instructions below.

1. Go to the City of Whitewater's website **www.whitewater-wi.gov**
2. Under **Popular** click **Pay Utility Bills Online**, then click the **PSN logo**.

First Time Users:

3. For first time users click **Register** – “If you are a new customer, please register to make future payments easier.” (You only need to do this once.)
4. In the appropriate fields enter your water/sewer account (customer) number without periods, your first name, and your last name.
5. Click **Search** – your account information should appear in a box in the center of the screen
6. Click the **Select** button in front of your account information
7. **Fill out the personal information form** completely and click **Save/Continue**
 - a. Please remember your password for future use.
8. Now you are on the payment page. You can:



Setup Auto-pay - Set up a recurring payment (You can set it for the 20th of each month and have the payments stop when you specify). **We recommend avoiding payment the first week of the month to allow for posting of balances.**

or
Make Payment - Make a 1-time payment which will be sent immediately

or
Make Payment - Set up a future payment (Use this to set up a one-time payment where you specify the date it is to be paid. For example, you could set up a payment on March 20th to be paid on April 1st.)

9. After clicking on one of the above payment options, click **Add New** payment method. Fill out the account information form completely and click continue.

Now that you have registered, **the next time you pay or view your utility bill or utility account**, simply fill in your email address and password in the Returning Users box and you will go directly to the payment page.

If you need any assistance please call our payment processor, PSN, at **1.866.917.7368**.

The screenshot shows the 'Payment Information' form. It includes fields for Company Name (Whitewater Utilities), Company ID (RT15881), Customer Name (CITY OF WHITEWATER), and Customer ID (300500000). Below this is the 'Payment Methods' section, which has a dropdown for Account Type (set to 'Checking') and a text field for Billing Name (set to 'CITY OF WHITEWATER'). There are also fields for Account Nickname, Routing Number, and Account Number. The 'Billing Information' section has a dropdown for Charge Date (set to '1st of the month') and fields for Start Date and End Date. The 'Payment Details' section has a dropdown for Description (set to 'Utility Payment') and a field for Balance Due (\$130.76). There are radio buttons for 'Enter specific payment amount' and 'Pay balance in full'.