Frequently Asked Questions (FAQ)

What new features are available?

The new online account access platform offers customers access to their account balance, recent payment history, usage history and up to 2 years of past billing statements.

Recurring payments and electronic statements are also optional features now available.

What types of payments are accepted?

We accept unlimited electronic check payments and up to a $1,000 payment via Visa, Mastercard, Discover, and American Express.

Is there a cost to make a payment online?

No. The District absorbs all fees associated with the online payment feature.

How do I log in?

If you previously received your statement electronically or viewed your statements on line, you are considered an EBill user.

Ebill users are already registered in the new system and can log in using their Ebill username and their email address as their temporary password. Upon entry, the password can be changed.

Upon entry, *if the password is changed and then forgotten*, you can NOT use the "forgot username/password" option. You will need to contact the office by phone or email to have your account reset. You will then need to "create an account" to re-enroll. This is due to the lack of a security question that locates the missing information.

All other users must log in under the "Create an Account" option using information from their billing statement.

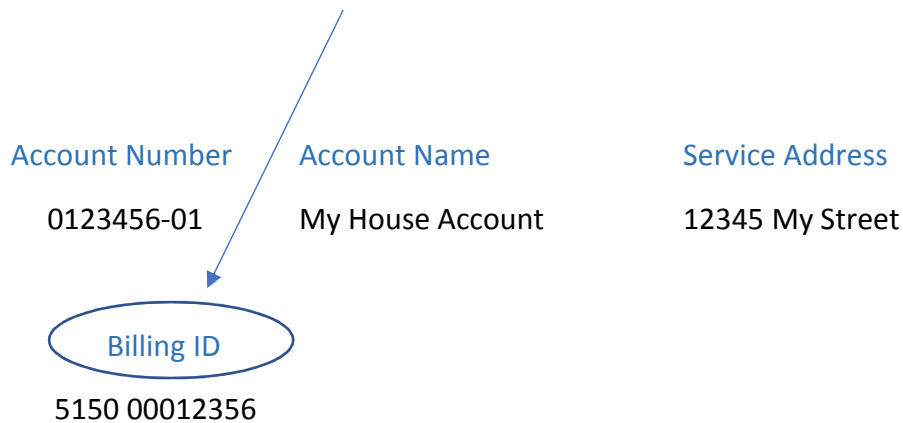**Can I just make a payment without creating an account?**

Yes. You can use the "Checkout as Guest" option to make a payment using your account number.

How do I "Create an Account"?

Using the Billing ID from your latest bill, you can establish your user name and password, enter your email address and also create a security question to aid in password recovery if needed.

What is a billing ID and where do I find it?

The Billing ID is a number that is unique to each customer and address. It is found below the account number on your billing statement. Because of its uniqueness, your Billing ID *will not* be given out over the phone.

Account Number	Account Name	Service Address
0123456-01	My House Account	12345 My Street

Billing ID

5150 00012356

I have tried repeatedly to login in to my account and now it says its locked. What do I do?

The system allows for 5 incorrect tries before it "locks" the user out. Please call or email the office and request to be "unlocked". We can work with you to determine the reason for the lockout and find a solution.

I submitted my account information but I haven't received my confirmation email yet. How long does it take?

The account approval email should only take a few minutes to receive. Once the link is accepted by the customer, the account is ready to use.

How do I set up electronic or paperless billing?

Use the toggle switch to turn on or off the paperless billing option.

How do I establish recurring payments?

Using the toggle switch, turn the Automatic Payment Plan to: On. You will then be taken to a screen the will allow you to create a payment profile.

Depending on which option you choose, you will be taken to one of 2 screens:

This one is for creating a credit card profile.

This one is for creating a e-Check profile.

After your profile is created, you will see this note appear on your account.

How do I know which card or account I have chosen for automatic payment?

By selecting the option to view / change payment source, you will see the information box below:
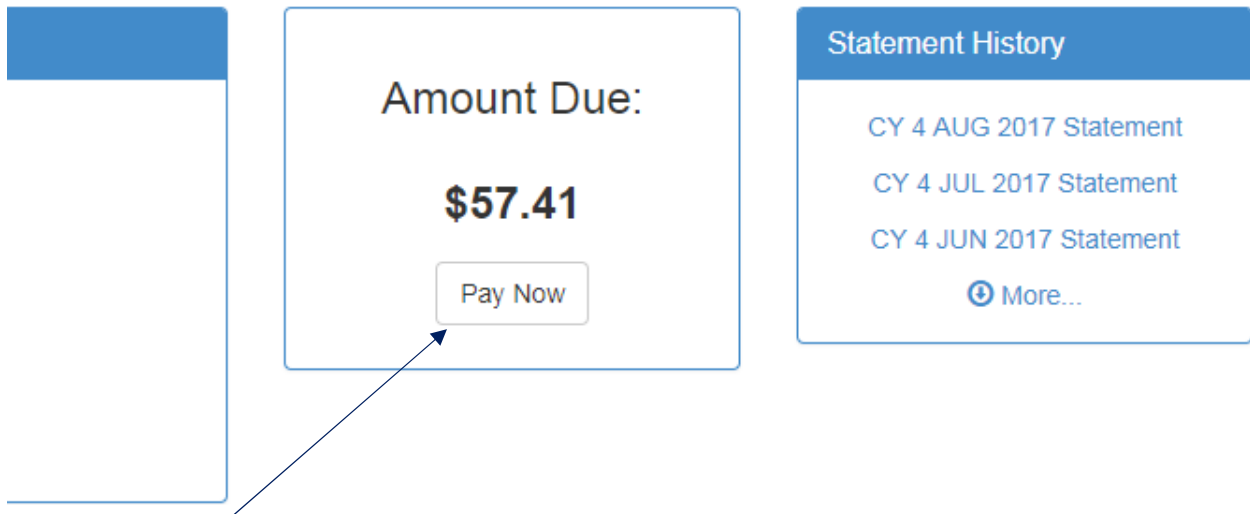

What if I change my mind and no longer want automatic payments. How do I cancel them?
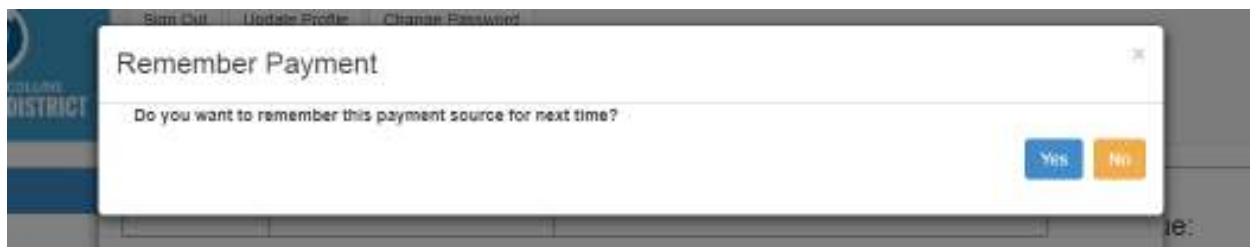

Move the toggle to the "off" position.

How do I make a payment on my account?

Select the Pay Now button and move to the payment screen.
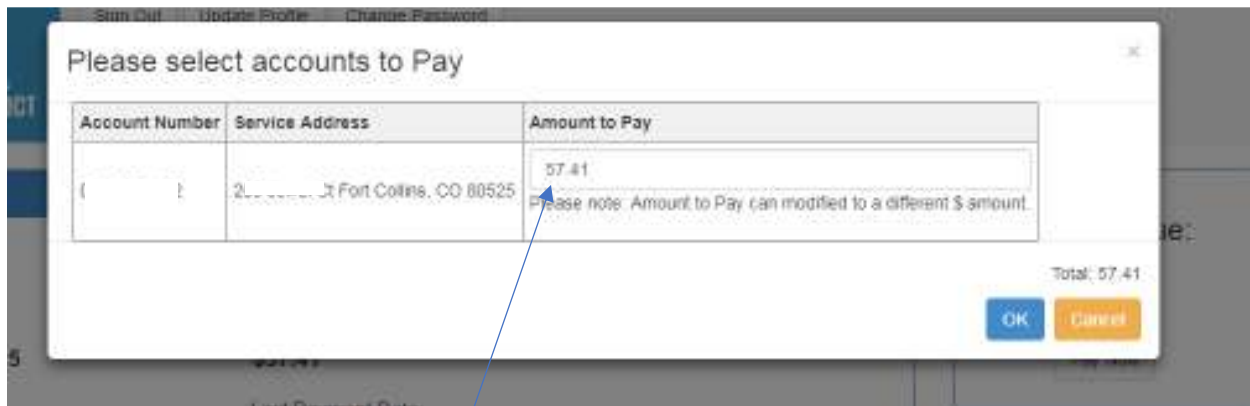
Select ok, or you can enter a different amount.

The system will remember your payment information for you, if you want it to. This *does not mean* you are set up with automatic payments.

This payment screen is where you enter in the information relating to this payment. You may select either credit card or checking account.
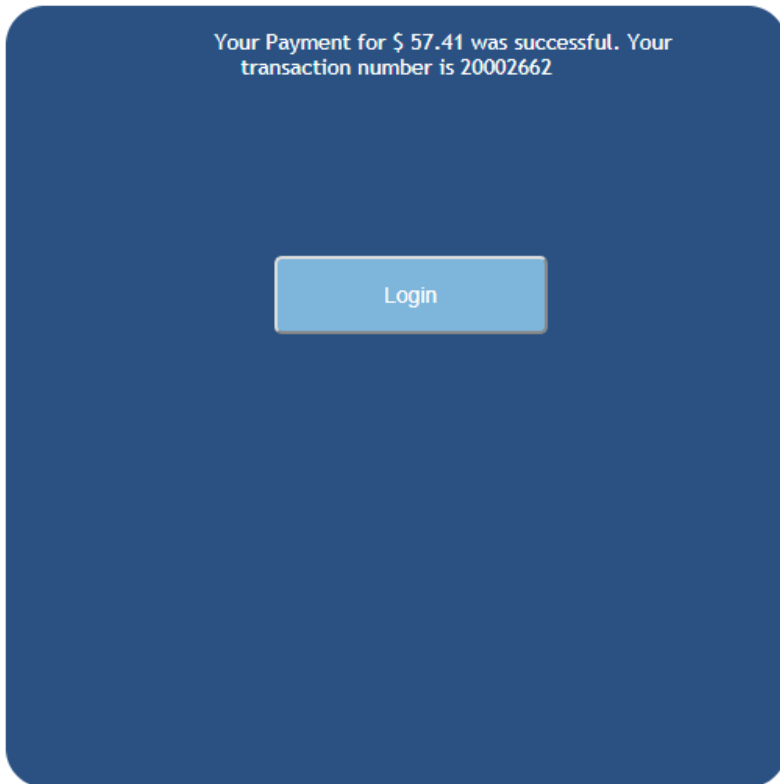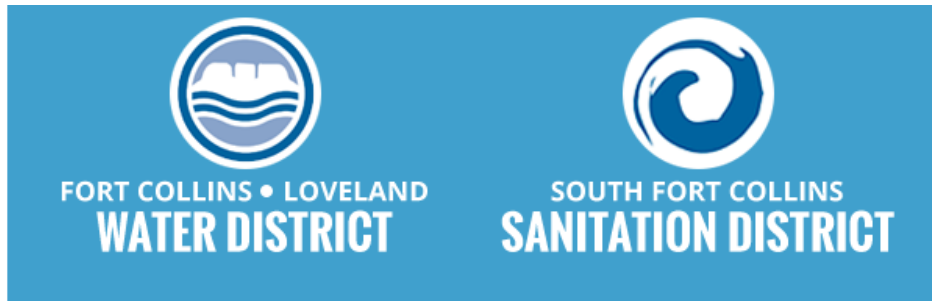

After the information is entered, a payment summary is provided and you must agree to the terms of service before your payment will be processed.

Once the payment is submitted, you will receive this confirmation screen with your authorization code.

FORT COLLINS • LOVELAND
WATER DISTRICT

SOUTH FORT COLLINS
SANITATION DISTRICT

Your Payment for $ 57.41 was successful. Your transaction number is 20002662

Login

When you re-enter your account, the balance will reflect your recent payment.

Amount Due:

$0.00

Pay Now
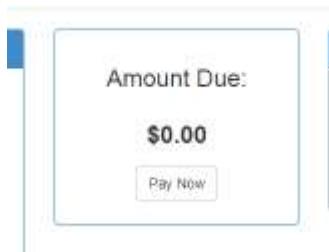
I received an error message when submitting my payment. What does that mean?

There are various reasons why an error can occur:

 Is the amount submitted over the $1,000 credit card limit? If so, it may be necessary to break the payment into smaller amounts.

Is the payment in for the same account, in the same amount? The system is designed to reject duplicate payments.

Are you paying as a "guest" and trying to pay more than is due? The system won't allow a payment in excess thru the Guest portal to ensure the payment is being made for the correct account.

Did the screen flash or not take you completely to the confirmation page? Re-enter your account screen and see if the payment amount has updated on your screen. If not, the payment didn't go thru. Re-enter the payment information and submit. If the payment DID go thru, the system will alert you to the double payment attempt. You should also receive an email (if you provided your email address) with a confirmation of the payment. If the problem is unresolved, please call or email the office.