



Customer Portal / Online Bill Pay Instructions

We are pleased to offer an online payment option for your monthly bill.

You can pay your water bill with credit cards, debit cards, or e-check.

There is a convenience fee based on \$3.00 per \$100 owed. In most cases this will be less than a late charge.

Examples –

1. Water bill = \$1 - \$100: convenience fee is \$3.00
2. Water bill = \$101 - \$200: convenience fee is \$6.00 and so on.

This service is not automatic; the water bill will not be charged to your credit card without you initiating a payment each month at www.ub-pay.com.

Customer Portal Online Features: (available to everyone regardless of how you pay)

1. Access to up to 12 months of billing statements
2. Payment history
3. Graphical water usage on homepage
4. 24/7 access for payments

NEW CUSTOMERS - You must receive your first bill before you can sign up for the Portal or pay online.

To get started, go to www.ub-pay.com. Complete the Member Registration using the name as it appears on your bill. Type in the **Municipal Code** *exactly* as listed below (case sensitive):

SheridanLake

Member Registration

Member Registration:

Municipality Code

First Name

Last Name

Acct#

Email

Username

Password

Re-Enter

If you need help logging in or have any technical difficulties, please call 1-800-657-0880 for assistance. Sunday - Saturday 8 am- 8 pm (CST)