

A **CWP** user can **Setup AutoPay** from two main areas within **CWP**. They can navigate to either of these menus from the **Help > Payment & Billing** section:

1. I want to setup **AutoPay**
2. I want to manage my **payment methods**

The screenshot shows the CUSI website dashboard. At the top, the CUSI logo is on the left, and the user name 'GARY GRAY' is on the right. Below the logo is a navigation bar with links: Home, Make a Payment, Account History, Customer Support, and New Customer Signup. Below the navigation bar is a header area with a dropdown menu showing '00001000' and the address '1174 Anystreet RD Jonesboro, NC 72401'. On the right of the header is a 'Manage Accounts' link with a question mark icon.

The main content area is divided into several sections:

- Daily Usage Trend**: No usage to display.
- Usage Trend**: No usage to display.
- Usage History**: No usage to display.
- Account History**: A table with columns 'BILLS' and 'PAYMENTS'.

	BILLS	PAYMENTS
3/18/2021		\$0.00
2/27/2021		\$116.16

[VIEW ACCOUNT HISTORY DETAILS >](#)
- Message Center**: No messages to display.
- Financial History**: No data to display.

The **Help** section is on the right side of the dashboard. It contains the following categories and links:

- Payment & Billing**
 - [I want to set up AutoPay](#) (highlighted with a red circle and arrow labeled '1')
 - [I want to view my account history](#)
 - [I want to manage my payment methods](#) (highlighted with a red circle and arrow labeled '2')
- Account Management**
 - [I want to register a new account](#)
 - [I want to start a new service](#)
 - [I want to request a service call](#)
- User Profile**
 - [I want to change my password](#)
 - [I want to change my communication preferences](#)

At the bottom of the dashboard is a **Quick Links** section with links for 'New Customer Signup' and 'Make a Payment'.

Setup AutoPay

If the user chooses to navigate to “**I want to set up AutoPay**”, they will be prompted immediately with the **Set AutoPay** menu:

Set AutoPay ✕

Please select a payment method below to use for automatic payments, then click the confirmation button at the bottom of the form.

+ ADD NEW CREDIT/DEBIT CARD AUTO PAY 1

Note only "Verified" Plaid Accounts can be used for ACH/Bank Draft. If your linked account needs action, please complete those actions and return here to "SET AUTOPAY" for the verified bank account for ACH/Bank Draft payments.

We use Plaid in order to validate and link your bank account to your registered Customer Web Portal account. Please click the "Link Account" below if you would like to start this process. Note that, depending on your Financial Institution, there may or may not be a micro deposit verification step before you can use your bank account to make a payment. This validation process is only required once unless your bank account information is changed, at which point you will be required to validate your new account.

* Email Address

This email address will only be used for communicating information about the linked accounts. Communication will occur only when absolutely necessary.

LINK ACCOUNT 2

Note when adding a new **Credit/Debit Card** you will need to edit your payment options after confirmation is received.

Payment Option ⓘ

Pay Bill Amount ▼

By clicking confirm, you authorize Natural Gas Company1 to debit your account on a recurring basis.

CANCEL CONFIRM

From the **Set AutoPay** menu, the user can choose either:

1. **Add New Credit/Debit Card Auto Pay**
2. **Link Account**


Add New Credit/Debit Card Auto Pay


This will redirect to the **Hosted Payment form** where the user will enter their **card information**.

Home Make a Payment Account History Customer Support New Customer Signup

00001000 GARY GRAY Manage Account

Add Payment Source





* First Name _____

* Last Name _____

* Card Number _____

* Expiration Date _____ * Security Code _____

* Address
PO Box 150 _____


* City
Jonesboro _____

* Country * State
UNITED STATES North Carolina

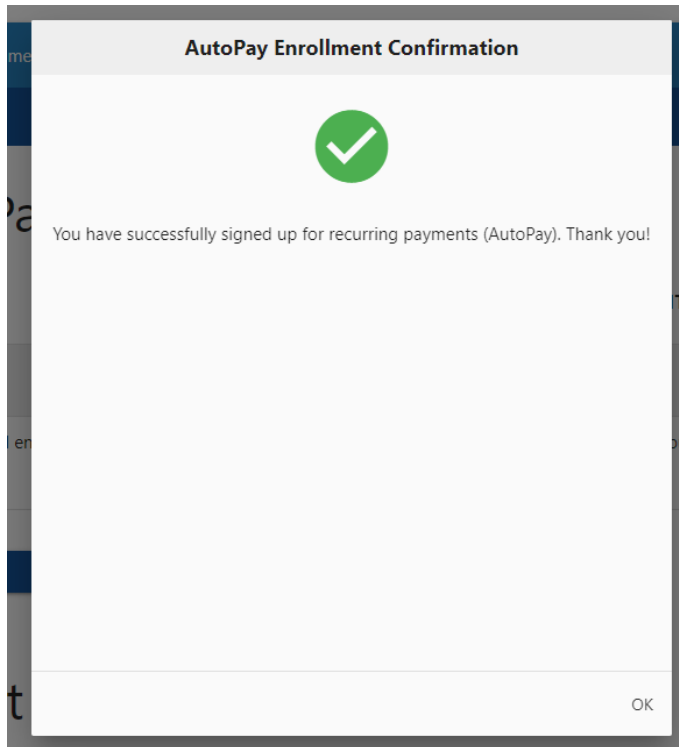
* Postal Code
72401 _____

Use for recurring payments (AutoPay)

I authorize Natural Gas Company1 hereinafter named COMPANY to initiate a recurring ACH/electronic debit to my account from this debit card monthly. I agree that ACH transactions I authorize comply with all applicable law. I understand that this authorization will remain in full force and effect until I notify COMPANY in writing that I wish to revoke this authorization. I understand that COMPANY requires at least 3 days prior notice in order to cancel this authorization. To complete the payment process, click the "Save" button. Once payment is authorized, there cannot be any changes or corrections. It is recommended that you print a copy of this authorization and maintain it for your records.



After entering the **card information** and clicking “**Confirm**”, the user will receive a **confirmation message**.





Link Account

This will launch the **Plaid** validation process for a **bank account**. See https://www.consolidatedwater.com/documents/995/Plaid_Verification_Options.pdf

Once a **Credit/Debit card** or **Bank Account** has been completed from the above process, the user will see their payment method assigned for AutoPay.

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Manage AutoPay ?

METHOD	EXPIRES	PAYMENT OPTION
Credit/Debit Cards		
 MasterCard ending in 4815	07/2025	Pay Bill Amount 

SET AUTOPAY

REMOVE AUTOPAY

Saved Payment Methods

METHOD	EXPIRES
Credit/Debit Cards	
 MasterCard ending in 4815	07/2025 
Bank Account	

We use Plaid in order to validate and link your bank account to your registered Customer Web Portal account. Please click the "Link Account" below if you would like to start this process. Note that, depending on your Financial Institution, there may or may not be a micro deposit verification step before you can use your

Manage Payment Methods

If the user selects “**I want to manage my payment methods**”, they will be directed to the below page.



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Manage AutoPay ?

SET AUTOPAY

The selected account is currently not enrolled in AutoPay.

Saved Payment Methods

METHOD	EXPIRES
Credit/Debit Cards	
 MasterCard ending in 4815	07/2025 
Bank Account	

We use Plaid in order to validate and link your bank account to your registered Customer Web Portal account. Please click the "Link Account" below if you would like to start this process. Note that, depending on your Financial Institution, there may or may not be a micro deposit verification step before you can use your bank account to make a payment. This validation process is only required once unless your bank account information is changed, at which point you will be required to validate your new account.

* Email Address

This email address will only be used for communicating information about the linked accounts. Communication will occur only when absolutely necessary.

LINK ACCOUNT

UNLINK



ADD NEW CREDIT/DEBIT CARD

SET DEFAULT

In this example, a **payment method** has already been established as a **Wallet Item**. If the user wants to establish an **existing Wallet Item** for **AutoPay**, they will select "**Set AutoPay**", and will be redirected to the **AutoPay process** as mentioned above.

The screenshot shows the 'Set AutoPay' interface. At the top, there are columns for 'METHOD' and 'EXPIRES'. Below this is a section titled 'Credit/Debit Cards' containing a table with one entry: a MasterCard ending in 4815, expiring 07/2025. A red circle with the number '1' highlights a small selection icon to the left of the card. Below the table is a blue button labeled '+ ADD NEW CREDIT/DEBIT CARD AUTO PAY'. A note states: 'Note only "Verified" Plaid Accounts can be used for ACH/Bank Draft. If your linked account needs action, please complete those actions and return here to "SET AUTOPAY" for the verified bank account for ACH/Bank Draft payments.' Below the note is a paragraph explaining the Plaid validation process. There is an input field for 'Email Address' with a red asterisk, followed by a note: 'This email address will only be used for communicating information about the linked accounts. Communication will occur only when absolutely necessary.' Below this is a blue button labeled 'LINK ACCOUNT'. Another note says: 'Note when adding a new Credit/Debit Card you will need to edit your payment options after confirmation is received.' Below this is a 'Payment Option' dropdown menu with a red circle and the number '2' highlighting the 'Pay Bill Amount' selection. At the bottom right, there are 'CANCEL' and 'CONFIRM' buttons, with a red circle and the number '3' highlighting the 'CONFIRM' button. A red line of text at the bottom reads: 'By clicking confirm, you authorize Natural Gas Company1 to debit your account on a recurring basis.'

From here, the user can:

1. Select which existing **Wallet item** to use for **AutoPay**. In this **example**, there is only one to select, but multiples can exist, and the user will select with the small circle icon.
2. The user can determine their **Payment Option** of Pay Bill Amount, Fixed Amount, or Required Amount.
3. The user can select **Cancel** or **Confirm** to continue.

Additional Options



There are a few other options from the **Manage Payment Methods** screen that a user can self-manage.

Manage AutoPay ?

[SET AUTOPAY](#)

The selected account is currently not enrolled in AutoPay.

Saved Payment Methods

METHOD	EXPIRES
Credit/Debit Cards	
 MasterCard ending in 4815	07/2025 1 
Bank Account	

We use Plaid in order to validate and link your bank account to your registered Customer Web Portal account. Please click the "Link Account" below if you would like to start this process. Note that, depending on your Financial Institution, there may or may not be a micro deposit verification step before you can use your bank account to make a payment. This validation process is only required once unless your bank account information is changed, at which point you will be required to validate your new account.

* Email Address

This email address will only be used for communicating information about the linked accounts. Communication will occur only when absolutely necessary.

[LINK ACCOUNT](#)[UNLINK](#)2[+](#)[ADD NEW CREDIT/DEBIT CARD](#)3[SET DEFAULT](#)

1. The user can **Delete** a saved **Wallet Item**.
2. The user can **Add New Credit/Debit Card** to their **Wallet**.
3. Set the **Default** saved **Wallet Item** from the **Saved Payment Methods**.