

## **REGISTER NOW FOR ONLINE ACCOUNT MANAGEMENT & ONLINE BILL PAY:**

Customers may now register to view and manage their accounts electronically! Historical invoices with usage data may be accessed from this site.

### **HERE'S HOW TO REGISTER:**

1. Log onto our website: [www.markoutwsc.com](http://www.markoutwsc.com)
2. Click on the tab called Pay My Bill
3. Click on the button called Pay Your Bill; this will take you to *Ampstun* which is our billing software
4. Click on the link for Consumer Registration on the left side of the page.
5. Complete the requested fields being sure to use the *exact spelling and case* as it appears on your invoice\* (your email address will be your login ID)
6. If you have more than one account, you will be able to add additional accounts to the first account you set up by completing the "Consumer Register Another Account" option on the Customer Menu.

**PAPERLESS BILLING:** Customers may receive electronic invoices by registering with their email.

1. From the Customer Menu on the left, select the menu item "Paperless Billing"
2. On the "Paperless Billing" menu, check the box next to "Enable Paperless Billing" and click the "Save" button
3. You will need to select "Enable Paperless Billing" for each account.
4. Email notifications will be sent to you from [admin@markoutwsc.com](mailto:admin@markoutwsc.com) so be sure to add this address to your approved contacts so the notifications do not go into your junk/spam folder.

Once registered for Paperless Billing, customers will receive an email each month stating that the new invoice is ready to view. Simply login and select "View My Bill". Any account with Paperless Billing selected will no longer receive a paper invoice in the mail.

**TO LOGIN AFTER INITIAL REGISTRATION,** either visit our website as above or go directly to this site: <https://www.utilitybillingsystem.net> (you will see the *Ampstun* logo) and login using the fields on the left side of the page to enter your login information (this will be your email address and password).

Customers will also be able to complete the authorization for **direct payments** (ACH) to be withdrawn from their checking account. Please note: new or changed ACH authorizations may take one full billing cycle to become effective – invoices will state when amount will be withdrawn automatically – until then, customers are still subject to late fees and/or returned check fees if payments are received after the due date or denied.

Customers will have the ability to **change their billing address**. Please be sure to complete all fields if changing your billing address. Please note that it may take up to one full billing cycle to become effective – until then, customers are still subject to late fees if payments are received after the due date.

Customers will have the ability to **pay their bill online with a credit card**. We accept Visa, Master Card, and Discover. Once logged into their account, customers will select **Pay Bill** which will then re-direct them to a third-party vendor to make a credit card payment. Online payments may take up to three days to post to your water account; *late fees will not be waived due to the inability to pay using the vendor's website*. There is a convenience fee charged by the credit card site for this payment option.

**If you have any questions or need assistance with registration, please contact our office Monday – Thursday from 8:00am-5:30pm at (972) 564-1250.**

*\*Please note that any change in account name must be completed through the office with the proper documentation. This would include name changes, sale of property, etc.*