

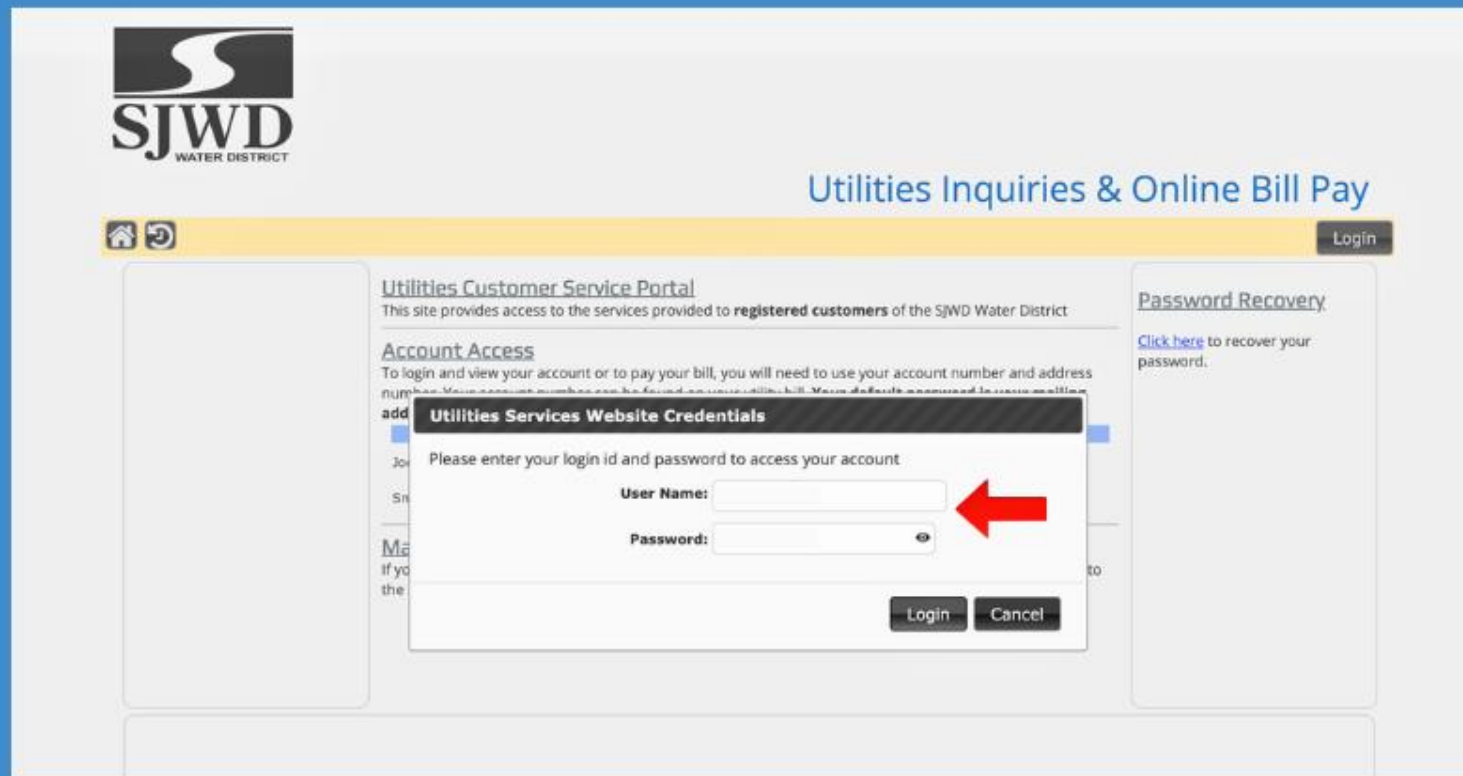


IMPORTANT BILLING UPDATE FOR SJWD CUSTOMERS

As of April 1, 2026 SJWD Water District has transitioned to a new automated payment system, SmartPay. All customers enrolled in Credit Card AutoPay will need to log in and re-enter their payment information in the new SmartPay system.

STEP ONE

Login Using Your SJWD ID and Password



SJWD
WATER DISTRICT

Utilities Inquiries & Online Bill Pay

Home | Login

Utilities Customer Service Portal
This site provides access to the services provided to **registered customers** of the SJWD Water District.

Account Access
To login and view your account or to pay your bill, you will need to use your account number and address.

Utilities Services Website Credentials

Please enter your login id and password to access your account.

User Name:

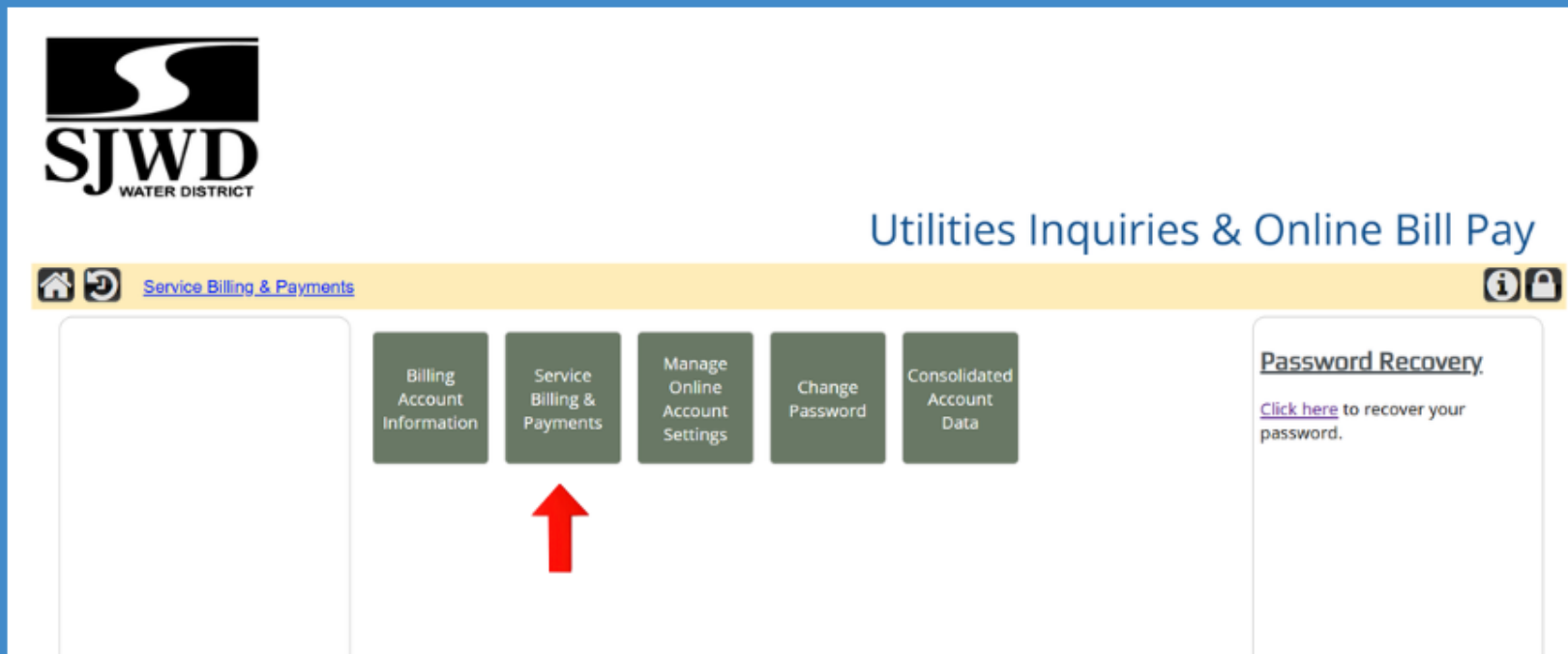
Password:

Login Cancel

Password Recovery
[Click here](#) to recover your password.

STEP TWO

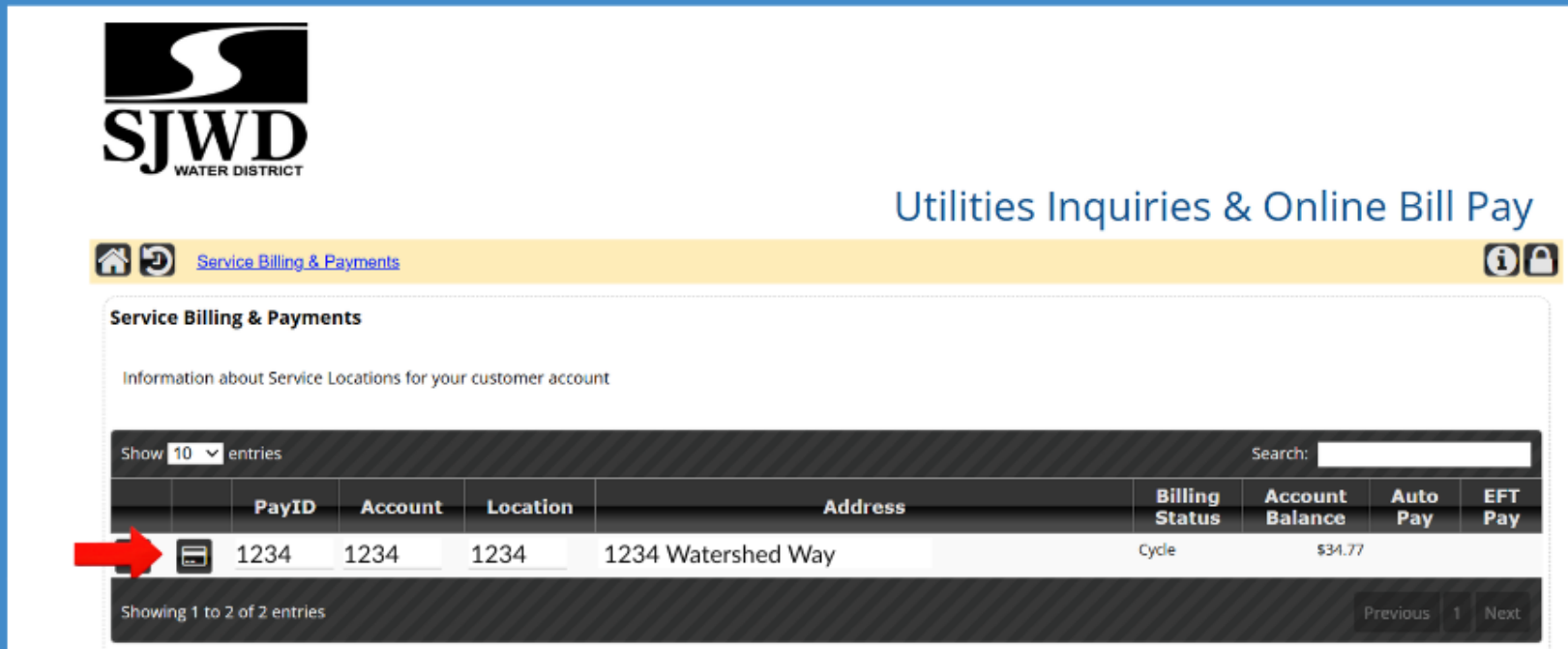
Click the “Service Billing & Payments” button.




The screenshot displays the SJWD Water District website interface. At the top left is the SJWD logo. The main heading is "Utilities Inquiries & Online Bill Pay". Below this is a navigation bar with a home icon, a refresh icon, and the text "Service Billing & Payments", followed by an information icon and a lock icon. A central row of five buttons is shown: "Billing Account Information", "Service Billing & Payments", "Manage Online Account Settings", "Change Password", and "Consolidated Account Data". A red arrow points directly to the "Service Billing & Payments" button. To the right of these buttons is a "Password Recovery" section with a link that says "Click here to recover your password."

STEP THREE

Add Account Balance to Cart by Clicking the Card Icon to the Left of the Screen




The screenshot displays the SJWD Water District website interface. At the top left is the SJWD logo. The page title is 'Utilities Inquiries & Online Bill Pay'. Below this is a navigation bar with 'Service Billing & Payments' and an information icon. The main content area is titled 'Service Billing & Payments' and contains the text 'Information about Service Locations for your customer account'. Below this is a table with columns: PayID, Account, Location, Address, Billing Status, Account Balance, Auto Pay, and EFT Pay. The first row of the table has a card icon to its left, which is highlighted by a red arrow. The table shows one entry with PayID 1234, Account 1234, Location 1234, Address 1234 Watershed Way, Billing Status Cycle, and Account Balance \$34.77. At the bottom of the table, it says 'Showing 1 to 2 of 2 entries' and has 'Previous' and 'Next' buttons.

	PayID	Account	Location	Address	Billing Status	Account Balance	Auto Pay	EFT Pay
	1234	1234	1234	1234 Watershed Way	Cycle	\$34.77		

STEP FOUR

Once in Your Cart, Click the
“Pay Specified Amount” Button

 Utilities Inquiries & Online Bill Pay

Service Billing & Payments

Pay Account Balance

The requested amount of \$34.77 reflects the current Budget Billing status of this account and may not include already scheduled auto-payments


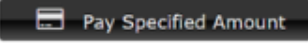
Account Number: 1234

Location Code: 123456789

Payment Names:

Service Address: 1234 Watershed Way
Spartanburg, SC 29301

Amount To Pay: \$34.77

STEP FIVE

Click the
“Proceed to Payment Page” Button

SJWD
WATER DISTRICT

Utilities Inquiries & Online Bill Pay

Service Billing & Payments

undefined

Pay This Amount: \$42.27

You will now be directed to our payments page at SmartPay Works. Payments made may be subject to a convenience fee.

Go Back

Proceed To Payment Page

STEP SIX

Enter Your Credit Card Information





Make Payment

Checkout

Account # :
Payment Amount : \$42.27
Total : \$42.27


Payment Method

Credit Card eCheck

Valid Card number

CVV MM / YY

 SECURED & SECURED

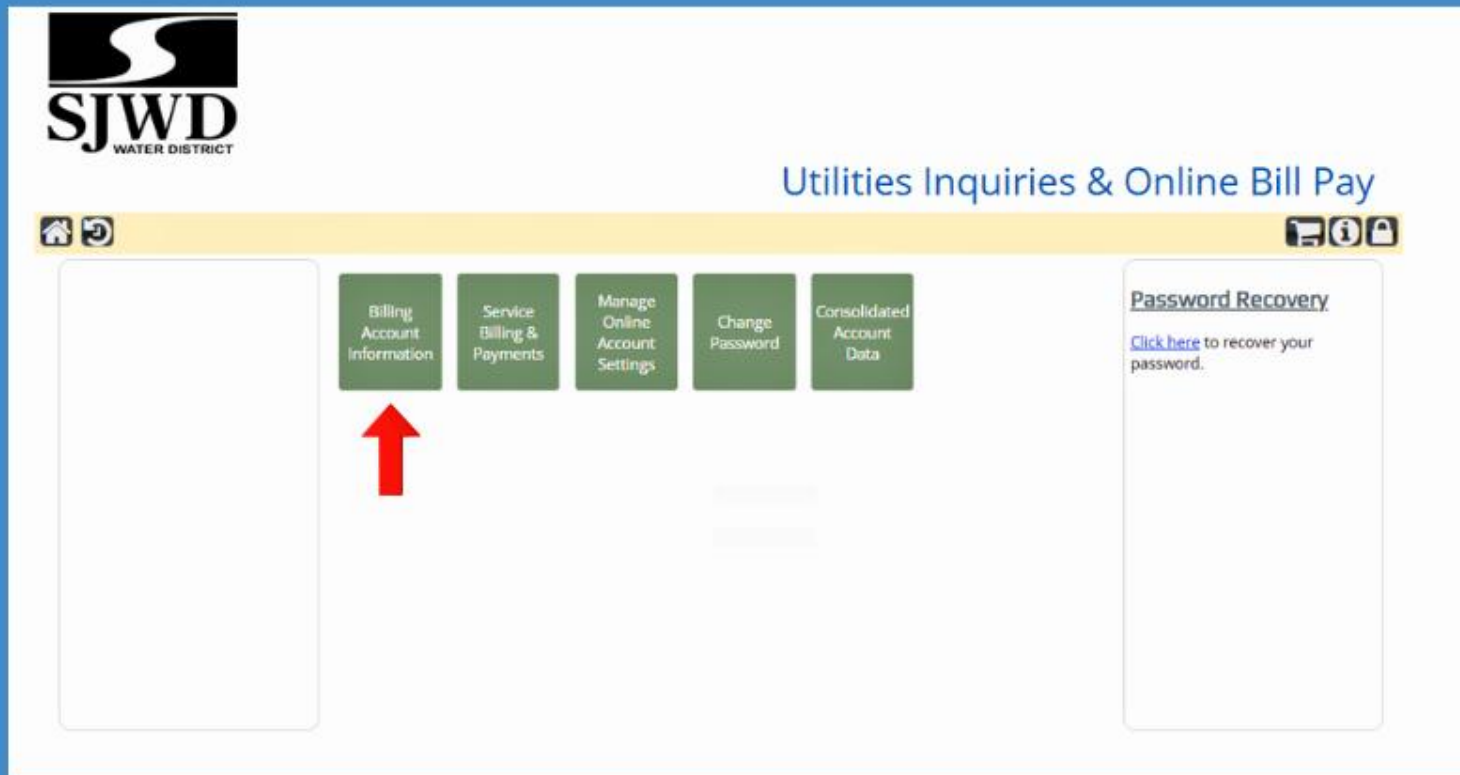
STEP SEVEN

After Initial Payment Is Processed You Will Need to Log Back Into Your SJWD Account

The screenshot displays the SJWD Water District website interface. At the top left is the SJWD logo. The main heading is 'Utilities Inquiries & Online Bill Pay'. A yellow navigation bar contains a home icon, a refresh icon, and a 'Login' button. The main content area features a 'Utilities Customer Service Portal' section with an 'Account Access' subsection. A modal window titled 'Utilities Services Website Credentials' is overlaid, containing the text 'Please enter your login id and password to access your account'. It has two input fields: 'User Name:' and 'Password:'. A red arrow points to the 'User Name' field. Below the fields are 'Login' and 'Cancel' buttons. To the right of the modal, there is a 'Password Recovery' link with the text 'Click here to recover your password.'

STEP EIGHT

On the Home Page, Click the
“Billing Account Information” Button



The screenshot displays the SJWD Water District website home page. At the top left is the SJWD logo. The main heading is "Utilities Inquiries & Online Bill Pay". Below this is a navigation bar with icons for home, refresh, and user profile. A central row of five green buttons is visible: "Billing Account Information", "Service Billing & Payments", "Manage Online Account Settings", "Change Password", and "Consolidated Account Data". A red arrow points to the "Billing Account Information" button. To the right, there is a "Password Recovery" section with a link to recover a password.

STEP NINE

Click the “Auto-Pay Your Bill” Option on the Top Menu and Enter Your Information

Utilities Inquiries & Online Bill Pay

Manage Online Account Settings

Account Number:

Account Information, Status and Billing Addresses

Account Information | **Auto-Pay Your Bill** | EFT Transactions | Third Party Contacts

Main

Billing Information & Main Contact Information

Account Number:

Name:

The Mobile Phone numbers and email accounts are registered to receive notifications through this citizenlink application

Billing Address:

Contact Name 1:

Contact Name 2:

Main Contact No:

Mobile No:

Email Address:

Billing & Other Notification Emails

Send A Paper Bill:

Send An Email Bill:

Send Other Notifications As An Email:

You can change your billing information here. Any changes take effect immediately

Update Billing Information

STEP TEN

Click the “Start Recurring Payments” Button

Auto-Pay

If you set up autopay, your utilities payment will be automatically withdrawn from your account on the due date of your bill. If the due date falls on a weekend or a Federal holiday, the withdrawal will be made the first working day before that. The amount that will be withdrawn will be shown as the “Amount To Pay” on your utility bill.

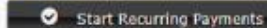
Pay Using 3rd Party Payment Provider

You can elect to use our payment provider SmartPay Works to pay your Utilities Bill on a recurring basis. The following account would be used to make your payments:

- **Account Type:** CREDIT/DEBIT CARD
- **Last 4 digits of Card/Account:**
- **Name On Account:**
- **PostCode / Zip:**

You can change the card or account you want to use by first making a payment with a new payment method via SmartPay Works then returning to this page.

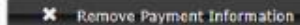
A Fee may be charged by the payment processor for handling the transaction

 Start Recurring Payments



Remove All Auto-Pay Information

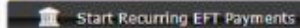
If you discard the payment information shown above, you will not be able to start Auto-pay until after you have made another payment through Smartpay.

 Remove Payment Information

Pay Using Bank EFT

You can elect to pay your utilities bill directly from your bank account on a recurring basis. To add your bank account information, select the “Start Recurring EFT Payments” button below.

There is no charge for paying the transaction via EFT

 Start Recurring EFT Payments

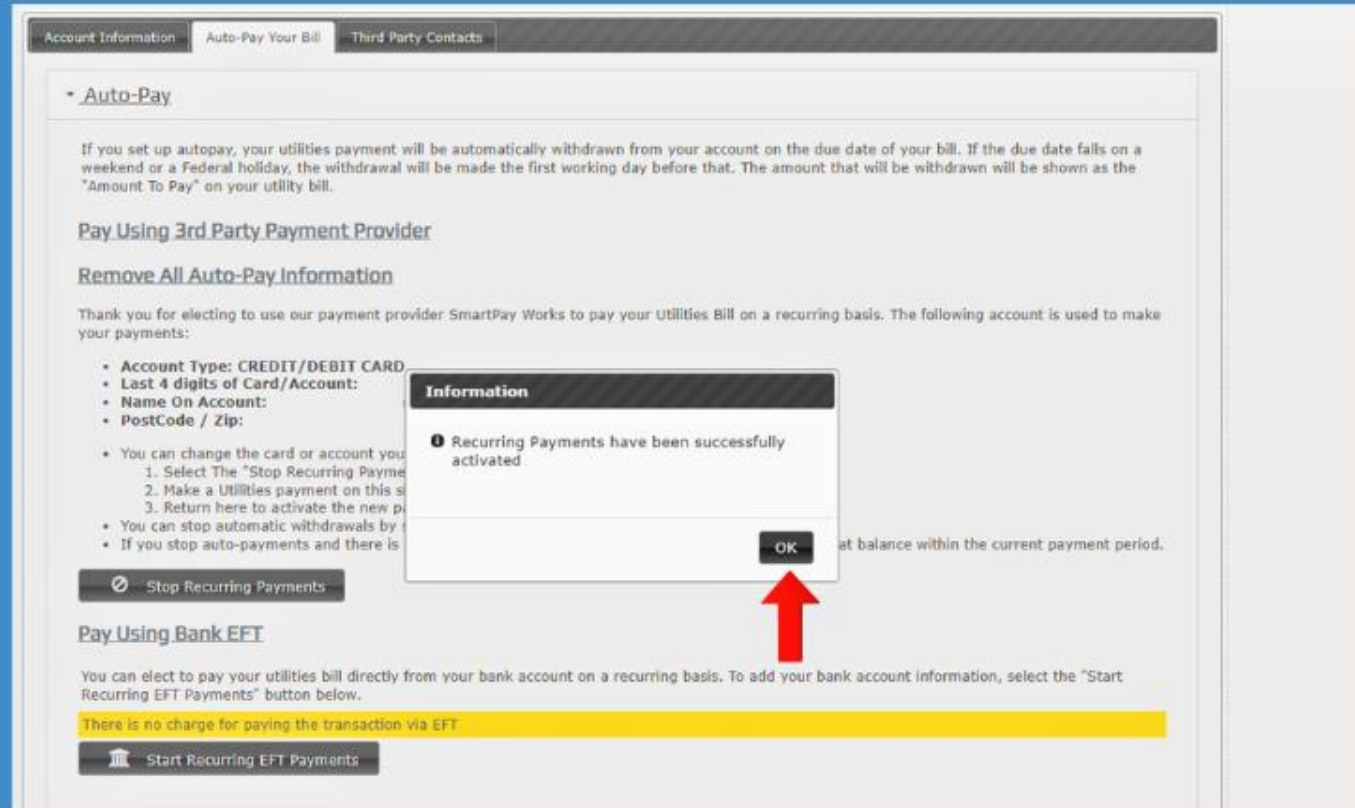
STEP ELEVEN

Click the “OK” Button

The screenshot shows a web interface with three tabs: "Account Information", "Auto-Pay Your Bill", and "Third Party Contacts". The "Auto-Pay Your Bill" tab is active. Under the "Auto-Pay" section, there is explanatory text about automatic withdrawals. Below that, the "Pay Using 3rd Party Payment Provider" section is visible, listing account details like "Account Type: CREDIT/DEBIT CARD", "Last 4 digits of Card/Account:", "Name On Account:", and "PostCode / Zip:". A yellow banner states "A Fee may be charged by the payment processor". A "Start Recurring Payments" button is present. An "Information" dialog box is overlaid on the page, containing the message: "Please confirm that you want to start automatic payments through SmartPay." with "OK" and "Cancel" buttons. A red arrow points to the "OK" button. Below the dialog, there is a "Remove All Auto-Pay Information" section with a "Remove Payment Information" button. The "Pay Using Bank EFT" section is partially visible at the bottom, with a yellow banner stating "There is no charge for paying the transaction via EFT" and a "Start Recurring EFT Payments" button.

STEP TWELVE

Click the “OK” Button



The screenshot shows a web interface with three tabs: "Account Information", "Auto-Pay Your Bill", and "Third Party Contacts". The "Auto-Pay Your Bill" tab is active, showing a section titled "Auto-Pay".

Text in the "Auto-Pay" section: "If you set up autopay, your utilities payment will be automatically withdrawn from your account on the due date of your bill. If the due date falls on a weekend or a Federal holiday, the withdrawal will be made the first working day before that. The amount that will be withdrawn will be shown as the "Amount To Pay" on your utility bill."

Section: **Pay Using 3rd Party Payment Provider**

Section: **Remove All Auto-Pay Information**

Text: "Thank you for electing to use our payment provider SmartPay Works to pay your Utilities Bill on a recurring basis. The following account is used to make your payments:"

- **Account Type:** CREDIT/DEBIT CARD
- **Last 4 digits of Card/Account:**
- **Name On Account:**
- **PostCode / Zip:**

• You can change the card or account you use to pay your utilities bill by:
1. Select The "Stop Recurring Payments" button below.
2. Make a Utilities payment on this site.
3. Return here to activate the new payment provider.

• You can stop automatic withdrawals by:
• If you stop auto-payments and there is a balance within the current payment period.

Buttons: "Stop Recurring Payments" (with a stop icon), "Start Recurring EFT Payments" (with a bank icon).

A modal dialog box titled "Information" is overlaid on the page, containing the message: "Recurring Payments have been successfully activated." and an "OK" button. A red arrow points to the "OK" button.

Section: **Pay Using Bank EFT**

Text: "You can elect to pay your utilities bill directly from your bank account on a recurring basis. To add your bank account information, select the "Start Recurring EFT Payments" button below."

Text: "There is no charge for paying the transaction via EFT"

Buttons: "Start Recurring EFT Payments" (with a bank icon).