



Town of Lonaconing
35 E Main St.
Lonaconing, MD 21539
301.463.6233

Online Payment Instructions

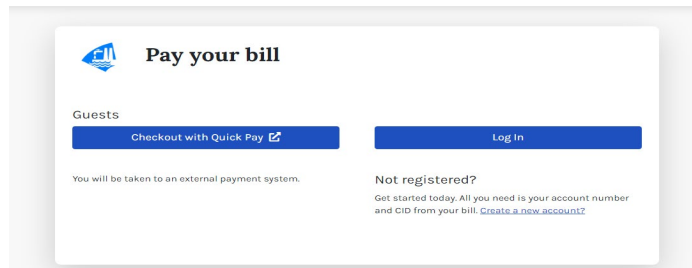
The Lonaconing Water Company has recently launched a new online bill portal that customers can use to pay bills, set up auto pay, and track water history. Below are the instructions to create an account.

Customers who do not intend on using the portal to pay water bills should still create an account. By doing so we will be able to collect customer phone numbers and emails to use to notify customers of water alerts or interruptions.

Customers who do not want to use the bill portal or do not have excess to the bill portal should fill out the information card attached and mail it back to 35 E Main St. for us to sign you up for the alerts.

Bill Portal Steps to create an account

Step 1: Go to <https://townofconey.authoritypay.com/>
You should see a screen that looks like this:



Step 2: Click on Create a new account

Step 3: Fill out information requested. Your Account Number and CID Number are located on your bill sent with this letter.

Step 4: After entering the information in step 3 an email will be sent to you to verify your account. Go to your email and follow the link provided to verify your account. Your account set up is complete.

Step 5: After verifying your account you will be directed to your account home screen. Your current balance and due date will be displayed with the option to make a payment or view your history

At the top of the home screen you have the option to view your bill/payment history, and view water quality reports and help information when they are provided.

In the top right of the home screen your name appears with a drop down bar. Go to Account Information and enter your contact information.

The back page will go over some How-tos in the portal.

Portal How-tos

Add a Payment Method

- 1: In the top right click on the drop down bar by your name.
- 2: Click Payment Methods.
- 3: Click +Add New Credit/Debit Card or +Add New Bank.
- 4: Enter Info and Save.

Pay My Invoice

- 1: From Home Screen click Make a Payment.
- 2: Select the invoice you need to pay, then click Pay Selected.
- 3: Choose whether you'd like to Pay Today or Schedule a Payment, then click Proceed to Payment.
- 4: Confirm your payment method and choose the payment amount if available, then click Continue to Payment Information.
- 5: Review your Payment Information. Choose whether to enroll in AutoPay, Paperless, or Pay By Text.
- 6: Confirm the invoice type, then check the box to agree to terms and conditions.
- 7: Click Process Payment.

Enroll in AutoPay

- 1: From the Home Screen click Enroll in AutoPay.
- 2: Click + New AutoPay Setup.
- 3: Select the Account and Invoice Type you'd like to set up for AutoPay.
- 4: Choose a Payment Method, then click Yes, put me on AutoPay. By enabling AutoPay, I agree to the InvoiceCloud Payer Terms and Conditions.
- 5: Click Save this AutoPay Setup.

Enroll in Paperless Billing

- 1: From the Home Screen click the blue Change next to Paperless Billing is an available option!
- 2: Select Yes for the account you'd like to receive Paperless statements for.
- 3: Agree to the InvoiceCloud Payer Terms and Conditions by checking the box.
- 4: Click Save my Changes.

Adding additional Accounts

- 1: In the top right click on the drop down bar by your name.
- 2: Click Account Lists.
- 3: Enter Account Number and CID Number located on the bill of the account you want to add.
- 4: Click + Add Account.
- 5: Repeat steps 3 and 4 for as many accounts as needed.
- 6: On the Home Screen click the blue drop down arrow next to Switch Account to navigate between the accounts.