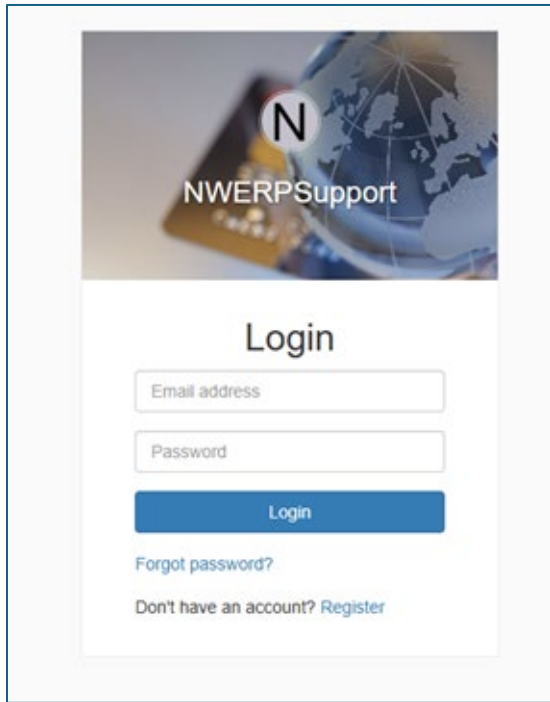


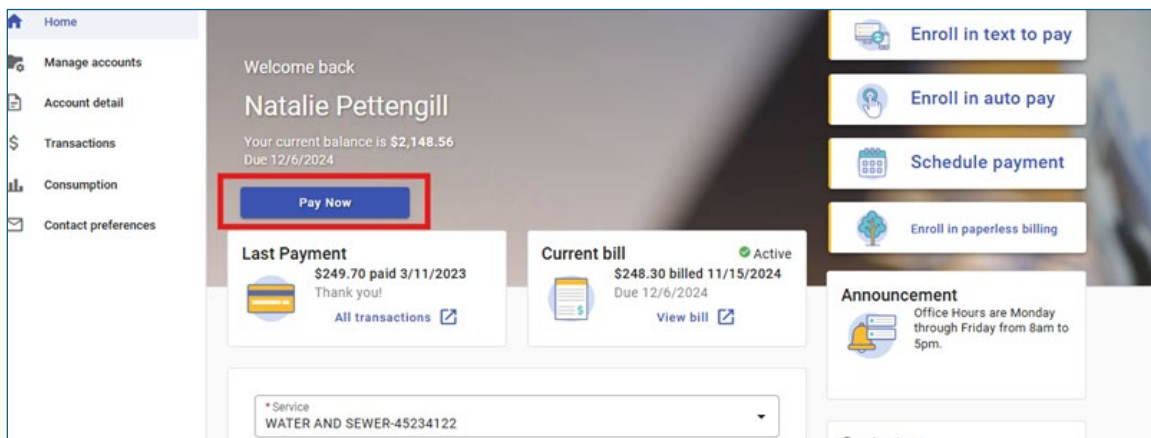
Make a Payment on One Account via UtilityAccess

Follow the steps below to make a payment on one account via UtilityAccess:

1. Log in:

A login form for NWERP Support. The header features a globe and a credit card with the letter 'N' and the text 'NWERP Support'. Below the header is a 'Login' section with two input fields: 'Email address' and 'Password'. A blue 'Login' button is positioned below the password field. At the bottom of the login section are two links: 'Forgot password?' and 'Don't have an account? Register'.

2. Click **Pay Now**:

A screenshot of a user dashboard for Natalie Pettengill. The dashboard includes a sidebar with navigation links: Home, Manage accounts, Account detail, Transactions, Consumption, and Contact preferences. The main content area displays a welcome message, the user's name, and their current balance of \$2,148.56 due on 12/6/2024. A blue 'Pay Now' button is highlighted with a red rectangle. Below this, there are sections for 'Last Payment' (\$249.70 paid 3/11/2023) and 'Current bill' (\$248.30 billed 11/15/2024, due 12/6/2024). The right sidebar contains links for 'Enroll in text to pay', 'Enroll in auto pay', 'Schedule payment', and 'Enroll in paperless billing', along with an 'Announcement' about office hours.

3. Enter the amount to pay:

Home Manage accounts Account detail Transactions Consumption Contact preferences

← Make a Payment

300111625-011
202 S MOUNTAIN ST

Due 12/6/2024

Balance \$2,148.56

Payment amount 2,148.56

Subtotal \$2,148.56
Processing Fee \$2.50
Total \$2,151.06

Cancel Continue

Announcement
Office Hours are Monday through Friday from 8am to 5pm.

Contact us
555-514-5555
Contact us

4. Click **Continue**:

Home Manage accounts Account detail Transactions Consumption Contact preferences

← Make a Payment

300111625-011
202 S MOUNTAIN ST

Due 12/6/2024

Balance \$2,148.56

Payment amount 2,148.56

Subtotal \$2,148.56
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Cancel Continue

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5. Select to make the payment now, or schedule it for a later date:

Payment date

☒ Now ☐ Later Scheduled date

Payment method

☒ Mastercard ...5454

☐ Enter new Credit card

Cancel Submit payment

Payment details

Current balance	\$2,148.56
Payment amount	\$2,148.56
Processing Fee	\$2.50
Total	\$2,151.06

Announcement
Office Hours are Monday through Friday from 8am to 5pm.

6. Select a card on file, or enter new card information:

The screenshot shows a payment interface. On the left, under 'Payment date', there are radio buttons for 'Now' (selected) and 'Later', and a 'Scheduled date' field with a calendar icon. Below this is the 'Payment method' section, which is highlighted with a red rectangular box. It contains a radio button for 'Mastercard ...5454' (selected) and a radio button for 'Enter new Credit card'. To the right of the 'Mastercard' option are icons for a star, a pencil, and a trash can. At the bottom of the left panel are 'Cancel' and 'Submit payment' buttons. On the right panel, under 'Payment details', there is a table with the following data:

Current balance	\$2,148.56
Payment amount	\$2,148.56
Processing Fee	\$2.50
Total	\$2,151.06

Below the table is an 'Announcement' section with a bell icon and the text: 'Office Hours are Monday through Friday from 8am to 5pm.'

7. Click **Submit payment**:

This screenshot is identical to the previous one, but the 'Submit payment' button at the bottom of the left panel is now highlighted with a red rectangular box, indicating the next step in the process.