

## HOW TO PAY YOUR BILL WITH QUICK PAY

If you don't have an account to use the online payment portal, we offer "Quick Pay".

All you need is one of the following:

1. Account number, \*email address, \*phone number. *\*Email address and phone number associated with your customer account.*
2. Credit/debit card information or bank account information.

### TO USE "QUICK PAY"



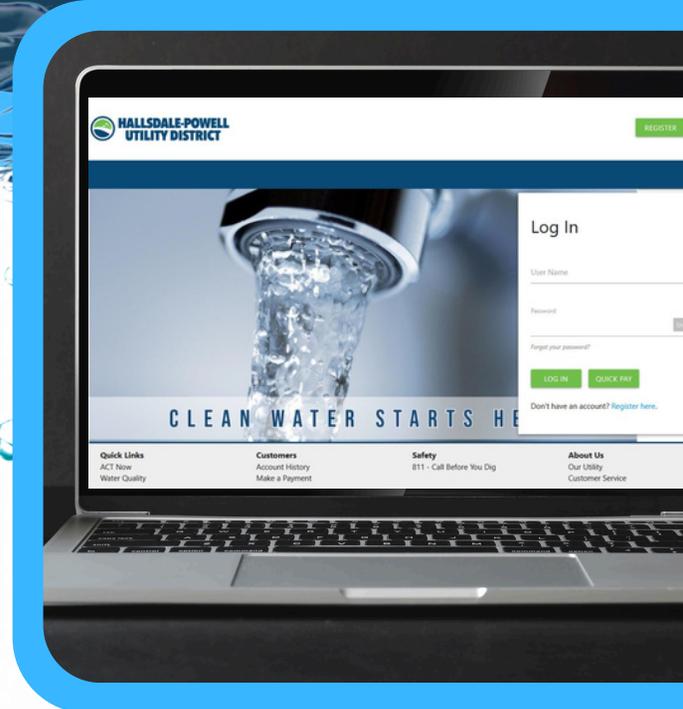
[hpud.epayub.com](http://hpud.epayub.com)

## WHY USE THE PORTAL?

The portal offers many features to help you control your account.

-  **Manage Your Accounts Anytime, Anywhere, on Any Device**
-  **View Detailed Account History: Including Statements, Usage, and Payments**
-  **Manage Communication Preferences: Email, Phone Call, or Printed Notifications**
-  **Update Account and Billing Information with Ease**
-  **Pay Using Credit Cards or Debit Cards**
-  **Store Payment Methods in Your Online Wallet**
-  **Utilize Quick Pay for Fast, Secure, One-step Payments**
-  **Easily Set Up Recurring or Schedule Payments with a Preferred Credit Card or Bank Information**

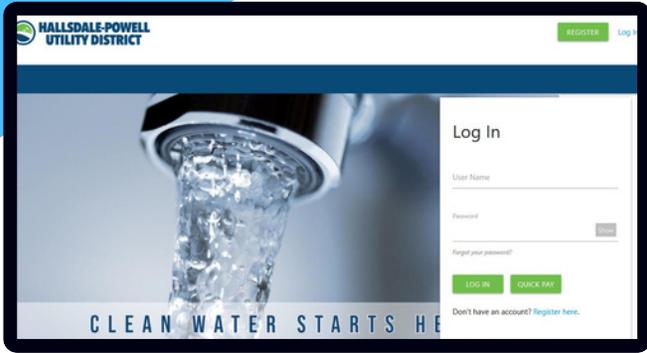
**SAVE TIME.  
SKIP THE LINE.  
PAY ONLINE.**



**HALLSDALE-POWELL  
UTILITY DISTRICT**

**CUSTOMER PORTAL**

**24/7 ONLINE ACCOUNT  
MANAGEMENT & PAYMENTS**



# HOW TO CREATE A PORTAL ACCOUNT

**Navigating to the New Portal:** To begin creating your account, visit [hpud.epayub.com](http://hpud.epayub.com) or scan the QR code. Once you get to the new payment portal, click the register button.

**Account Lookup:** After clicking “Register,” you will be prompted to look up your account - all you need is:

- **Your account number**
  - **Your phone number OR the last four or your SSN/Tax ID**
- \*You must use the phone number or SS# that is on file with HPUD.*

**Verifying your Account:** After clicking “SEARCH”, it will ask you to verify your account. Review the customer name and the address shown to verify that it is your correct information. If it is, click “YES, THIS IS MY ACCOUNT”.

**Create User:** Once you have verified your account, you will be asked to select a username you will remember. The email address will auto populate from what is currently on your account, but this can be edited now. Type in your password twice for verification. The password needs to be at least 8 characters and contain a number. Once you have completed each field, click “REGISTER” to finish creating your account.

# SCHEDULED BANK DRAFT PAYMENTS AVAILABLE

Managing your utility payments is easy! This convenient feature allows you to set up payments on a future date, ensuring your bills are paid on time - automatically!

How It Works:

1. Log into the portal here: [hpud.epayub.com](http://hpud.epayub.com).
2. Click “Make a Payment”.
3. Click “Schedule Bank Draft”, and enter your payment details as you would for a check payment.
4. Select the “Schedule For” date to set your payment for a future date.
5. If you have saved bank account information, you can easily select it for quick payment processing.
6. If you are entering new bank details, you can choose to save them for future use.
7. Once scheduled, you will receive a receipt with a payment confirmation number.
8. Any applicable service fees will be displayed before your payment is confirmed.
9. Receive a confirmation via email or text, based on your receipt preferences.



**TO SCHEDULE A PAYMENT**  
Scan QR Code or Visit:  
[hpud.epayub.com](http://hpud.epayub.com)

# HOW TO SIGN UP FOR AUTOPAY

AutoPay ensures your bill is paid on time, every time. Set up AutoPay in just a few simple steps to enjoy hassle-free payments and avoid late fees.

## How to Sign Up for AutoPay on Your Customer Web Portal:

1. Access AutoPay Setup:
  - Go to Help > Payment & Billing in the right-hand menu on your dashboard
  - Click on “I want to set up AutoPay” to begin.
2. Select Your Account (for users with multiple linked accounts):
  - Use the Account Selector dropdown at the top left to choose the account for which you’d like to set up AutoPay.

## Choose the setup portion that best fits your situation:

1. Use an Existing Payment Method:
  - Click SET AUTOPAY in the top right.
  - Select your account, then choose a Payment Option (like Maximum or Fixed Amount).
    - Tip: For details on each payment option, click the Info Icon next to Payment Options
  - Click “CONFIRM” to save or “CANCEL” to exit.
2. Add a New Payment Method (with an Existing Saved Payment):
  - Click “I want to set up AutoPay,” to open the My Payment Methods screen.
  - Select ADD NEW CREDIT/DEBIT CARD AUTO PAY in the top right.
  - Follow the prompts to enter your payment details and confirm.
2. Add a New Payment Method (No Existing Saved Payment):
  - After clicking “I want to set up AutoPay,” the Add Credit/Debit Card screen will appear if no payment method is saved.
  - Enter Payment Details: Fill out the required fields based on your selected payment type.
  - Click SAVE to complete setup.