



## ONLINE PAYMENTS

1. GO TO [WWW.TOPSWATER.COM](http://WWW.TOPSWATER.COM)
2. CLICK THE RED "CUSTOMER PORTAL" TAB AT THE TOP
3. IF YOU HAVE ALREADY CREATED A USERNAME AND PASSWORD, PLEASE SKIP TO STEP 4. IF NOT, PLEASE FOLLOW THESE STEPS FOR CREATING YOUR ONLINE ACCOUNT:
  - a) CLICK THE BLUE "SIGN UP NOW" LINK
  - b) ENTER YOUR SECURITY CODE THAT CAN BE FOUND AT THE TOP RIGHT CORNER OF YOUR BILL. IF YOU ARE HAVING PROBLEMS FINDING YOUR SECURITY CODE OR DO NOT HAVE A COPY OF YOUR BILL AVAILABLE, OUR OFFICE NUMBER IS 281-807-9500.
  - c) ENTER AN EMAIL ADDRESS OF YOUR CHOICE AND CLICK THE GREEN "SEND VERIFICATION EMAIL" BUTTON.
  - d) ONCE YOU HAVE COMPLETED THESE STEPS, CHECK YOUR EMAIL FOR THE VERIFICATION LINK.
  - e) CLICK THE VERIFICATION LINK PROVIDED IN YOUR EMAIL, THIS WILL TAKE YOU TO A NEW SCREEN WHERE YOU CAN ENTER IN YOUR EMAIL AND A PASSWORD TO FINISH CREATING YOUR ACCOUNT.
4. ONCE SIGNED IN TO YOUR ONLINE ACCOUNT, YOU WILL BE ON THE HOME PAGE. AT THE TOP RIGHT YOU WILL SEE A TAB THAT SAYS "PAY BILL" CLICK THIS TAB.
5. FOLLOW THE REMAINING PROMPTS FOR ENTERING YOUR PAYMENT INFORMATION AND PAY AND CONFIRM.
6. PLEASE CALL CUSTOMER SERVICE WITH YOUR CONFIRMATION# TO CONFIRM PAYMENT OR IF YOUR WATER SERVICE IS TURNED OFF TO RESTORE SERVICE CALL 281-807-9500 BEFORE 3PM FOR SAME DAY SERVICE.
7. WE WOULD LIKE TO ENCOURAGE YOU TO CHANGE YOUR BILL SETTINGS TO EBILL PAPERLESS. THIS ALLOWS YOU TO RECEIVE YOUR BILL DIRECTLY THROUGH EMAIL AND SAVES ON PAPER! THANK YOU, WE APPRECIATE YOUR BUSINESS.

\*\*\* PLEASE NOTE; ONLINE PAYMENTS REQUIRE A FEE FOR THIS SERVICE, THIS IS NOT A FREE SERVICE\*\*\*