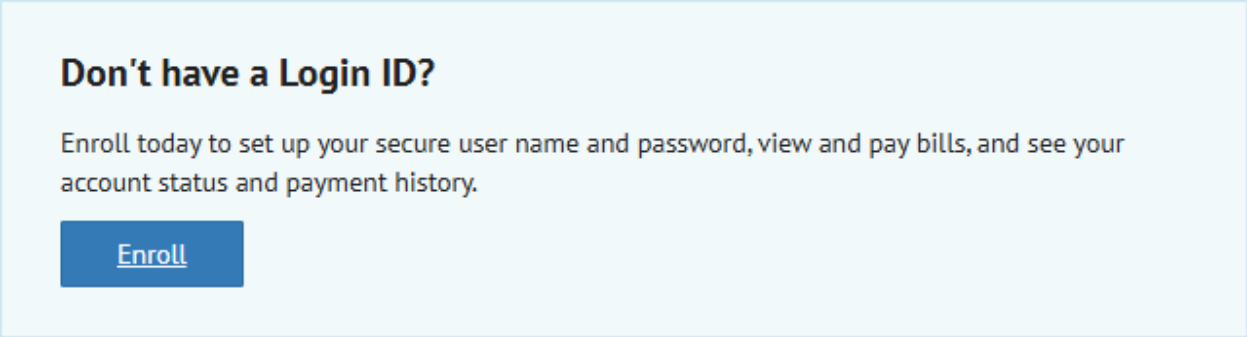
Palmdale Water District OnlineBiller FAQ

How do I enroll my account?
How do I pay my bill?
How do I make a payment without enrolling?
How do I view my bills?
How do I setup automatic payments?
How do I manage my notification and printed bill preferences?
How do I link multiple accounts?
How do I set up Text to Pay?
How do I update my mailing address?

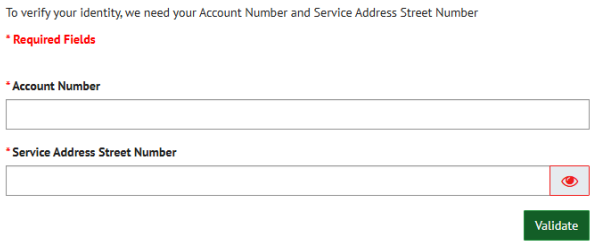
How do I enroll my account?

To begin click on the **Enroll** button as shown below:

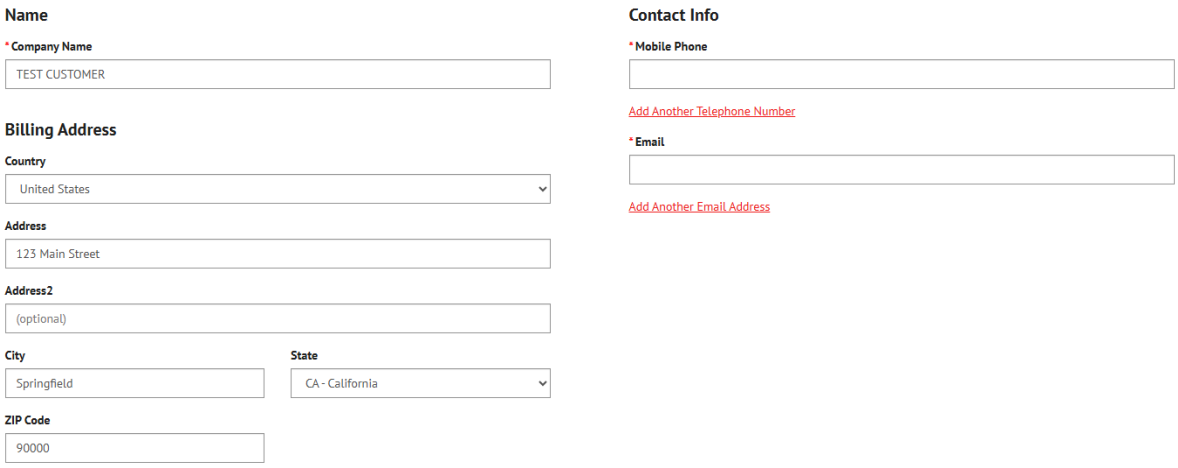


To find and verify the account, you'll need your **account number** and your **street address number.**

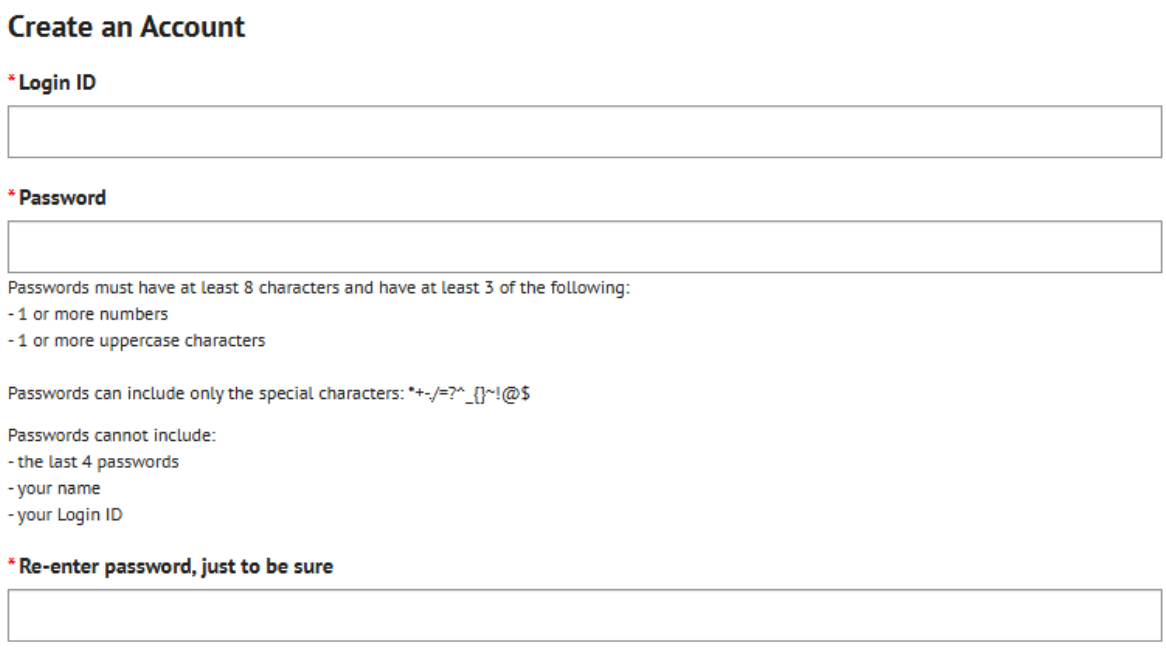
(if your address were '123 Main Street', you would input **'123'**)



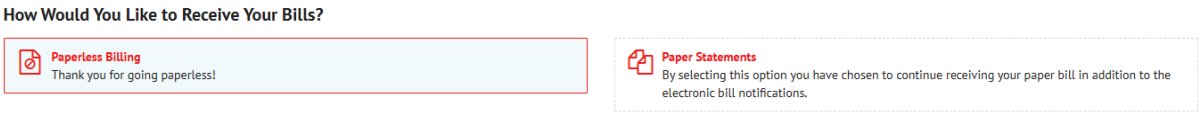
Once validated you'll be prompted to enter information on the 'Profile' tab.



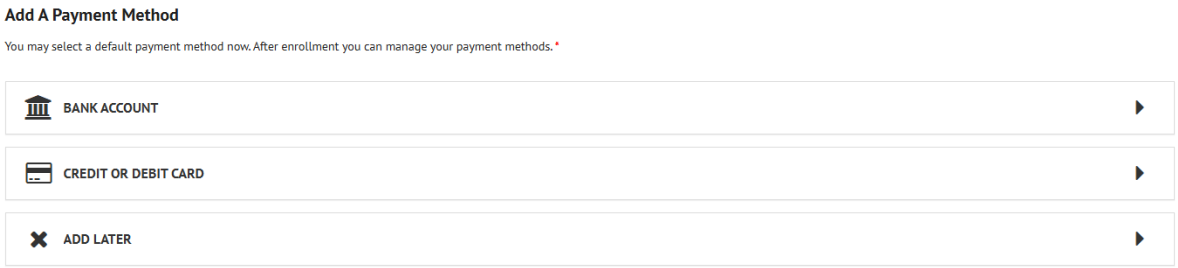
Next, choose a loginID and password



Here is where you can choose between receiving a printed bill or an email notification.



Optionally use can add a payment method at this time.



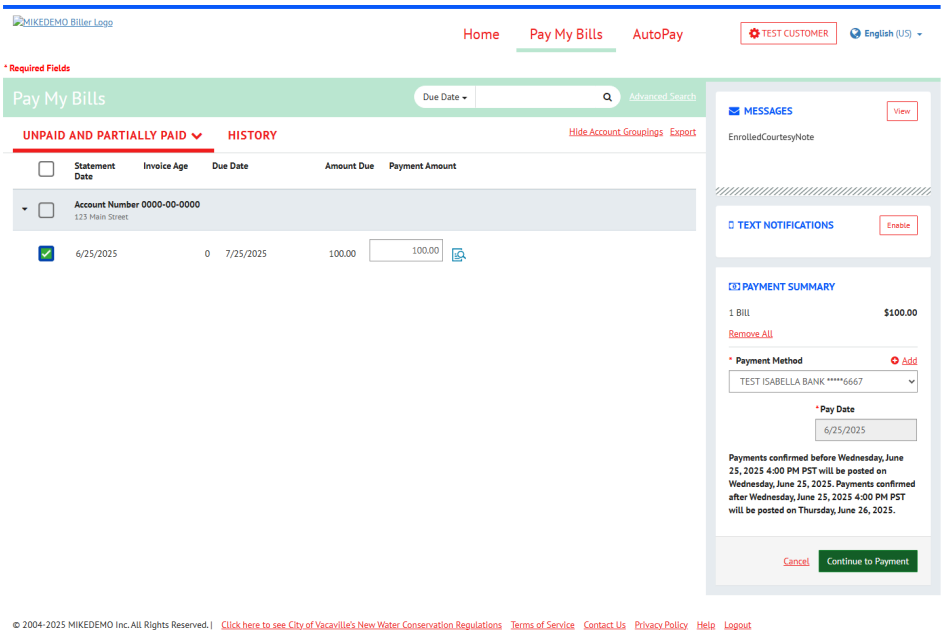
Now click the **finish** button and we'll send you an 'Activation' email that contains a link you must click to activate your account.

Once your account is activated you'll be able to login with your loginID and password

How do I pay my bill?

After logging in, navigate to the **Pay My Bills** section from the navigation bar.

Next select the checkbox for the bill you'd like to pay and the total amount will update.



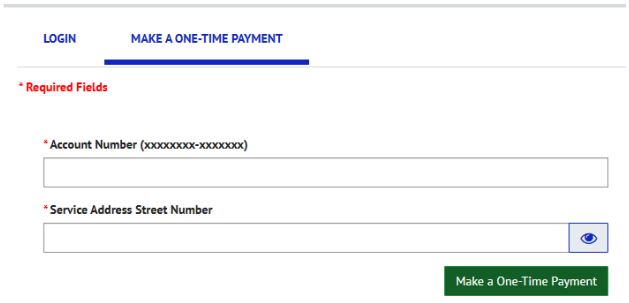
You can select from your existing payment methods or use the 'Add' button create another.

Then click **Continue To Payment** where you'll authorize and complete the transaction.

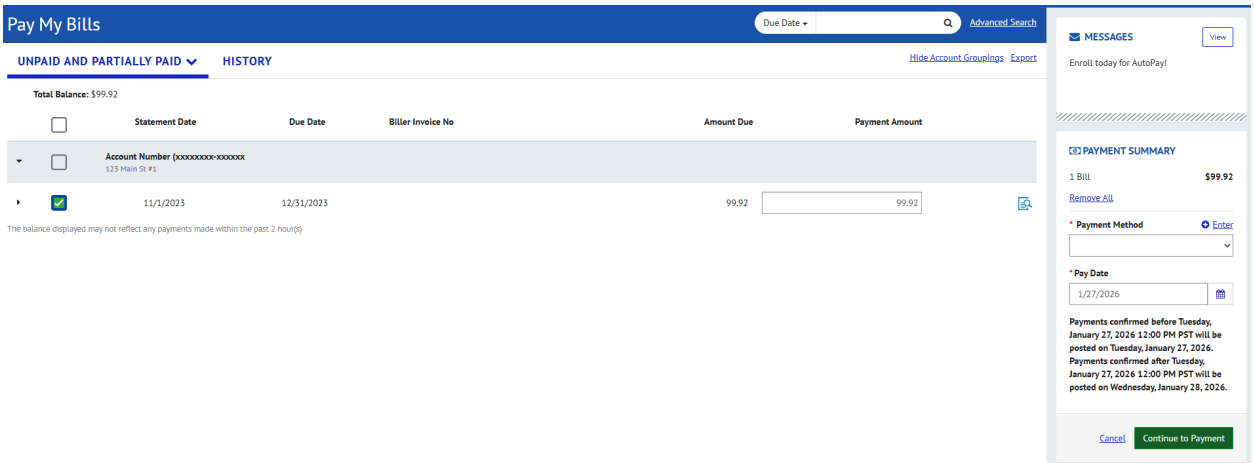
Once submitted you'll receive a payment confirmation email.

How do I make a payment without enrolling?

From the landing page, us the ‘MAKE A ONE-TIME PAYMENT’ tab and enter your account number along with your service address street number



Next select your bill and enter your payment method (using the “enter” button) and select ‘Continue to Payment’ where you will authorize it.



How do I view my bills?

Use the magnifying glass on the right side of the row for your bill.

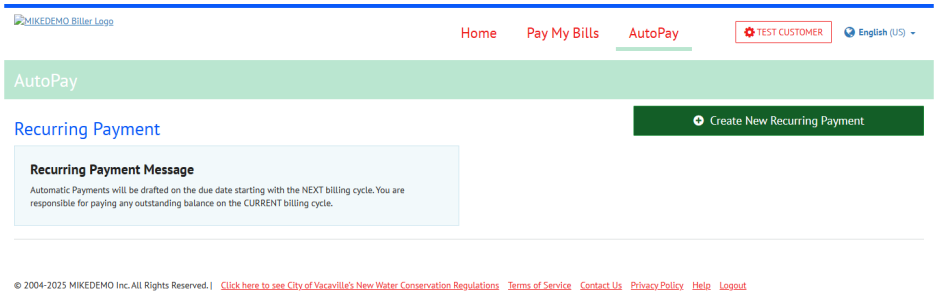


Use can use the ‘View Previous Bills’ bills like in that screen to view/print pdfs of your previous bills.

How do I setup automatic payments?

After logging in, navigate to the **AutoPay** section from the navigation bar.

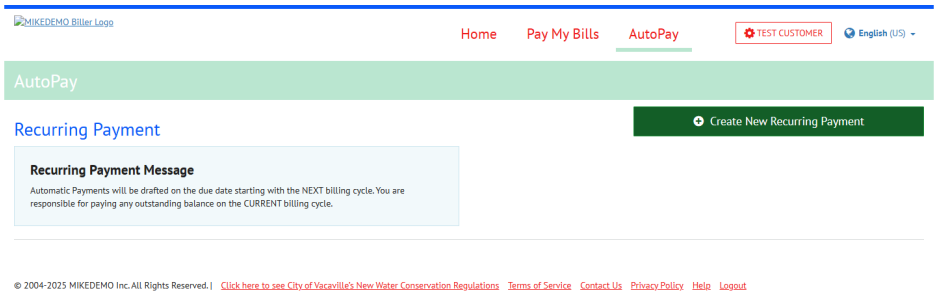
Click the 'Create Recurring Payment' button as shown below:



How do I manage my notification and printed bill preferences?

After logging in, navigate to the **Billing** section from the menu.

Click the 'Create Recurring Payment' button as shown below:



How do I link multiple accounts?

After logging in, navigate to the **Billing** section from the menu. Choose your payment method and follow the instructions.