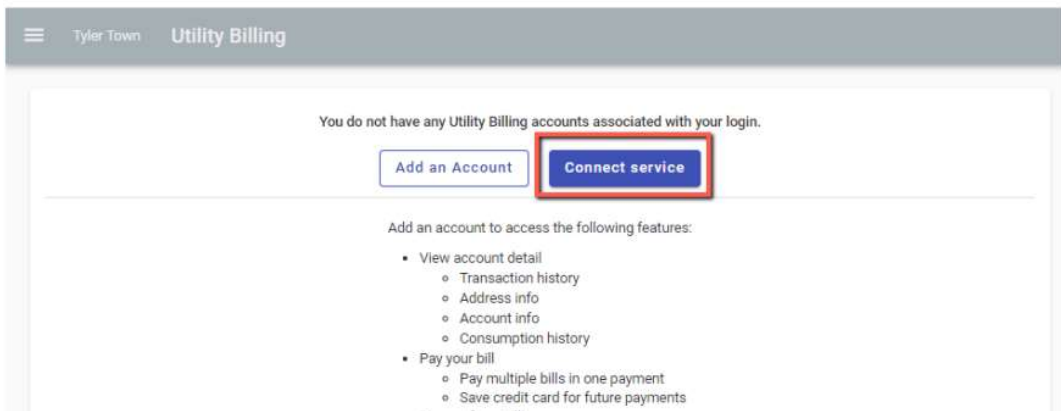
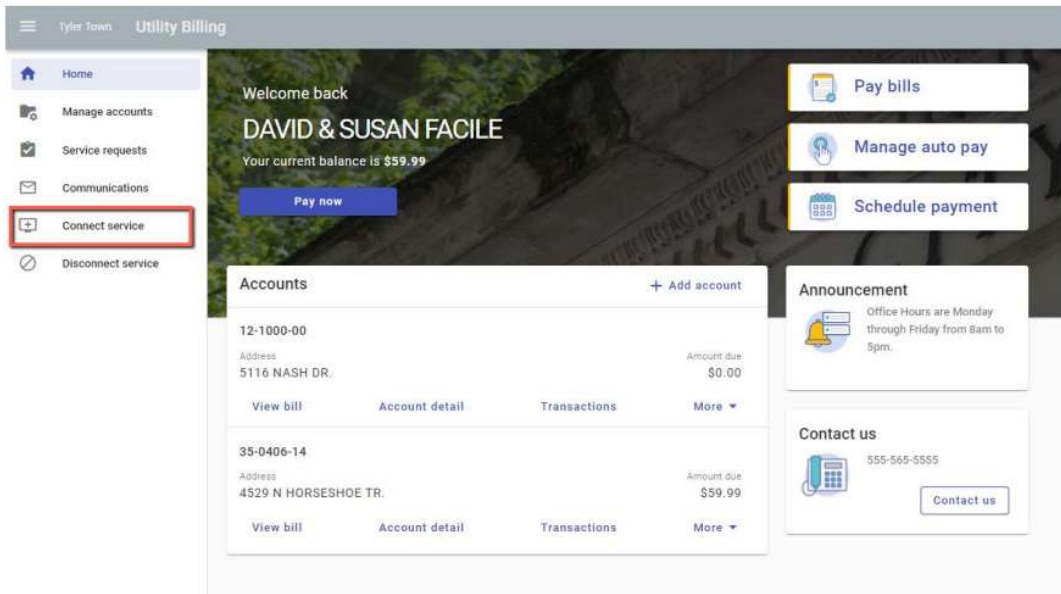


Requesting to Connect Service

1. Visit: <https://rogerswaterutilitiesar.municipalonlinepayments.com/rogerswaterutilitiesar>
2. In the top right-hand corner of the page, please select the “Sign In / Register” button to log in.



To access Connect Service Requests, citizens must login to the Online Payments Website and go to their Utility Billing Account Home page. The Connect service option will display in the sidebar menu or on the Home page itself if no previous service exists.



3. Clicking the Connect service button or menu item will direct the citizen to the Account information step on the Connect Service Wizard.

The screenshot shows the 'Connect service' wizard in the 'Tyler Town Utility Billing' system. The wizard has six steps: 1. Account information (active), 2. Service address, 3. Recurring payments, 4. Upload documents, 5. Terms of service, and 6. Submission. The 'Account information' step includes the following fields and options:

- Are you a business? Yes No
- Are you an owner or tenant? Owner Tenant
- First name* (text input)
- Last name* (text input)
- Driver's license number* (text input)
- Driver's license state* (dropdown menu)
- Social security number* (text input)
- Contact information: Phone number* (text input)
- Communication preference: Contact Me By None Text Email

A 'Continue' button is located at the bottom right of the form.

The citizen must provide the requested contact information and select a communication preference to be alerted when the request is approved/rejected.

Clicking Continue will direct the citizen to the Service address step on the Connect Service Wizard.

4. The citizen must provide the requested start date, service address, and mailing address information. The citizen is also able to add a note to the site.

The screenshot shows the 'Connect service' wizard in the 'Tyler Town Utility Billing' system. The wizard has six steps: 1. Account information, 2. Service address (active), 3. Recurring payments, 4. Upload documents, 5. Terms of service, and 6. Submission. The 'Service address' step includes the following fields and options:

- Start date: Requested start date* (calendar picker) with the value 05/10/2022.
- Service address: Street number* (text input), Street name* (text input), Street unit (text input), City* (text input), State* (dropdown menu), Zip code* (text input).
- Mailing address: Same as service address. Attention (text input), Address line 1* (text input), Address line 2 (text input), City* (text input), State* (dropdown menu), Zip code* (text input).
- Notes (text area).

'Back' and 'Continue' buttons are located at the bottom of the form.

Clicking Continue will direct the citizen to the Recurring payments step of the Connect Service Wizard

5. Here the citizen can sign up for Auto Pay for their new account. The Payment day options available are pulled from the Auto Pay settings on the site's Utility Billing Configuration page. Clicking either Skip this step or Enroll now will direct the citizen to the Upload documents step of the Connect Service Wizard.

The screenshot shows the 'Connect service' wizard with six steps: 1. Account information, 2. Service address, 3. Recurring payments (current step), 4. Upload documents, 5. Terms of service, and 6. Submission. The 'Recurring payments' step is active, displaying a warning icon and text: 'By enrolling in Auto Pay, you understand that your account will automatically be drafted on the same day every month. We recommend you pay 5 days before your expected due date. If you schedule your payment after it is due, you may incur a late penalty that, if left unpaid, will result in disconnection of service.' Below this, there are two radio button options for 'Payment day': 'I want my payment to draft on my due date.' (selected) and 'I want my payment to draft on this day every month'. Under 'Payment Method', there are four radio button options: 'Mastercard ...5454' (selected), 'VISA visa ...1111', 'VISA visa ...1111', and 'Checking ...1313'. At the bottom, there are 'Back', 'Skip this step', and 'Enroll now' buttons.

6. Here the citizen is able to upload the specified documents requested by the site. Clicking Continue will direct the citizen to the Terms of Service step of the Connect Service Wizard.

The screenshot shows the 'Connect service' wizard with six steps: 1. Account information, 2. Service address, 3. Recurring payments, 4. Upload documents (current step), 5. Terms of service, and 6. Submission. The 'Upload documents' step is active, displaying a warning icon and text: 'Please upload the appropriate docs.....'. Below this, there is a message: 'Please upload required documents. File formats allowed: pdf, jpeg, jpg, gif, png. Max file size: 10MB.' At the bottom, there is a file upload area with a paperclip icon, the text 'Driver License: No file chosen.', and a 'Select file' button. At the bottom of the wizard, there are 'Back' and 'Continue' buttons.

7. The citizen must agree to the Terms of Service outlined by the site in order to submit their request.

The screenshot shows the 'Connect service' page in the Tyler Town Utility Billing system. The page has a navigation menu on the left with options: Home, Manage accounts, Service requests, Communications, Connect service, and Disconnect service. The main content area is titled 'Connect service' and features a progress bar with six steps: Account information, Service address, Recurring payments, Upload documents, Terms of service (highlighted), and Submission. Below the progress bar is a 'Configurable Message' box, a checkbox for 'By checking this box I agree to the terms of service', and 'Back' and 'Submit' buttons.

8. After agreeing to the Terms of Service, you will then be requested to select from a variety of service types for the account you are requesting to Connect. Please select which service type applies.

The screenshot shows the 'Connect service' page in the Tyler Town Utility Billing system, specifically the 'Service types' step. The page has a navigation menu on the left with options: Home, Manage accounts, Service requests, Communications, Connect service, and Disconnect service. The main content area is titled 'Connect service' and features a progress bar with eight steps: Account information, Service address, Recurring payments, Upload documents, Terms of service, Service types (highlighted), Deposits, and Submission. Below the progress bar is a message box asking to select service types, followed by four checkboxes for different service types: Residential Deposit 5/8" Meter, Residential Deposit 1" Meter, Commercial Deposit 5/8" Meter, and Commercial Deposit 1" Meter and Larger. At the bottom are 'Back' and 'Continue' buttons.

9. After you select the service type associated with your account, you will then be directed to submit your deposit. The amount due will vary depending on the service type selected on the

previous step. This deposit is a hold until your payment is reviewed and approved by a member of our utility billing team. If for some reason your Service Connection request was denied, the transaction will be reversed and the deposit funds will be returned to the original payment method used. You can reach out to a member of our utility billing team for further explanation and assistance with your service request.

Connect service

Account information Service address Recurring payments Upload documents Terms of service Service types Deposits Submission


Required deposit varies by meter size. If you do not know your meter size, please contact the RWU office at 479-621-1142.


One-time fees on your first bill may include a \$20 service charge, \$25 new customer fee (water), and \$30 new customer fee (sewer). Office staff will review this application and send an email with additional information.

Deposit	
Residential Deposit 5/8" Meter	\$50.00
Payment total	
If using credit card	\$50.00
If using eCheck	\$50.00

A hold for the payment total will be placed on your payment method. If your request is denied, the hold will be removed.

Select a payment method

 Mastercard ...5454

 Visa ...1111

Enter new Credit card

Enter new eCheck

10. Clicking Submit will display the Submission page that includes the citizen's reference number.