

eSuite Utilities Services

Powered by NWS



Account Login

Provide the following information to access your account.

* Account Number	<input type="text"/>	<i>Including any dashes (ie. 002923-001)</i>
* Last Name	<input type="text"/>	<i>Your full last name</i>
* Full Name	<input type="text"/>	<i>Exactly as it appears on your bill</i>

LOGIN

© 2013 eSuite

- * Account Number: 12 DIGITS including the dash and the 3 DIGITS after the dash...
- * Last Name: Your Full Last name or Full Business Name if paying business account...
- * Full Name: Exactly as it appears on your bill or Full Business name if paying business account...

E-Payments is compatible with Internet Explorer 8 or greater to verify which version you are currently using click on HELP then click on About Internet Explorer this will tell you which version you have installed.

General Use Information:

- The on-line payment system is only compatible with Windows Internet Explorer 8 and higher.
- If you get an error message that your account could not be verified, you are not entering something correctly at the Log In Screen. Please see Log In Screen instructions below.
- **If you are making this payment on the day of cut off, you MUST call City Hall at 409-883-1081 to check that you have paid all fees due to be reconnected. Some fees are not listed in the total bill due and will be required before you can be reconnected. It is your responsibility to notify us that you have made an on-line payment to get reconnected. You will not be reconnected until you call us.**

Log In Screen:

Account Number: 12 digits including the dash and the 3 digits after the dash.
(Example 04902005-001)

Last Name: Must be in ALL CAPS. Do not enter suffixes such as Jr, Sr, III, etc.

Example: BISHOP

If paying for a business account, enter the business name as it appears on the water bill, in ALL CAPS.

Full Name: As it appears on your water bill except do not enter suffixes such as Jr, Sr, III, etc. Must be in ALL CAPS and should include last name again.

Example: JERRY R & TINA K BISHOP

If paying for a business account, enter the business name as it appears on the water bill, in ALL CAPS.

Make A Payment Screen:

Paying by Credit Card: Enter payment contact information from the Credit Card Statement. Payment contact address must match the credit card billing address.

Paying by Debit Card: Enter payment contact information based on the first name that appears on your bank account. Example: Bank Account in name of Jerry and Tina Bishop. You would enter Jerry Bishop as the payment contact information, even if Tina is paying the bill.

Email Address: Enter your email address to get a copy of your receipt, otherwise you can't be sure the payment went through. Your email address and any information you enter on the system is private and is not disclosed to the City.

Payment Amount: The system automatically fills this amount in with the total due. You can pay a different amount by typing over it. When you check, the I agree to the Terms and Conditions the Total Charge to your Card will reflect any changes you made to the payment amount.

Complete Payment: Press Only Once. It will make a payment each time you press it if you have entered all the information correctly. If the screen does nothing when you press the Complete Payment button, your version of Windows Internet Explorer may be lower than version 8. You would need to upgrade before you can use this payment option.