

Setting up in the Online Payment System

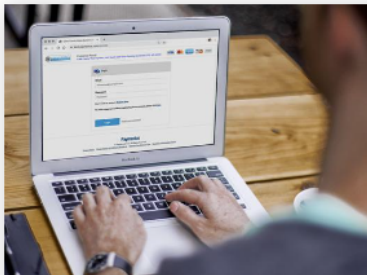
If you do not have an account in the customer portal

STEP 1. Visit: <https://www.cobbcounty.org/water/customer-service/bill-pay> Click on Access Payment Portal

Water Bill Pay

Payment Portal

View your bill, autopay, receive payment reminders, pay by text, ebills, and more. Please **Note:** Payments made through the online system will appear on your bill as "**Cobb County Board**"



Access the Payment Portal

[Click here to register and pay.](#)


- Register to access our payment portal.
- Customers with accounts in the previous system must create a new login and password.
- You will need your account number after you register to link it to the payment portal.

STEP 2. Click **Register Now** on the login page



Customer Portal
Cobb County Water System - 660 South Cobb Drive Marietta, GA 30060 (770-419-6200)



 Login

Email

Password

If you have not created an account on this website yet, [Register Now](#).
Logins and passwords for the previous website are not valid on this site.

To make a payment without registering for an account, please click [here](#).

[Forgot your password?](#)

STEP 3. Complete the registration page including email (user ID) and Password. The password must be at least 10 characters with at least 1 capital letter and one number. We recommend you keep a record of the email and password for logging in in the future. When filled out click Enroll.

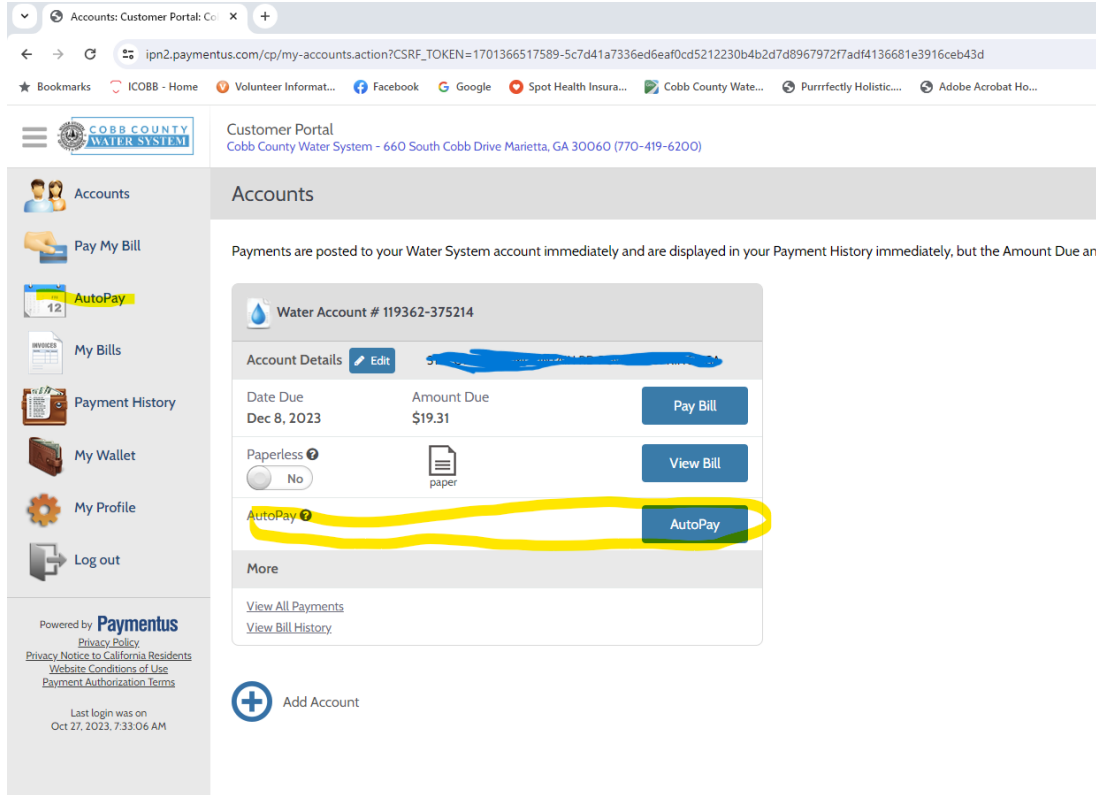
STEP 4. Add your water account. Please use the correct account number from your current water bill. Click Agree to Pay and Add account to finish. You are now registered and can add autopay.

Category	Amount	Unit
Water (incl. tax)	12.00	gal
Cost of Basic Service	0.00	gal
Energy	0.00	gal
Total Current Charges	12.00	gal
YOUR WATER RATE	12.00	gal

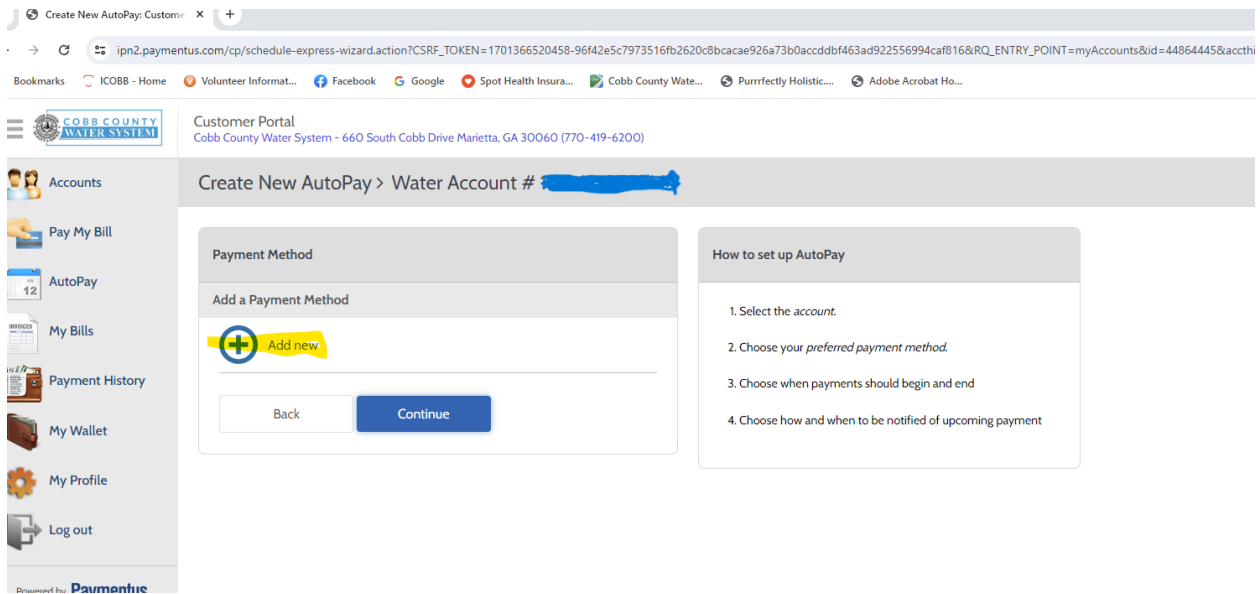
Block	Rate	Block	Rate
000000	0.00	000000	0.00
000001	0.00	000001	0.00
000002	0.00	000002	0.00
000003	0.00	000003	0.00
000004	0.00	000004	0.00
000005	0.00	000005	0.00
000006	0.00	000006	0.00
000007	0.00	000007	0.00
000008	0.00	000008	0.00
000009	0.00	000009	0.00
000010	0.00	000010	0.00

Adding Autopay

STEP 1. From the Autopay Menu on the left of the screen or by clicking Autopay on the Account Summary main page. You can add a payment schedule.



Step 2 Add a Payment Method. Click the Add new Plus Sign



Step 3 Select tab corresponding to the payment type you want to add. If you add E-check you will not have to update it like a credit card that will expire. Complete all fields and click Add

Drive Marietta, GA 30060 (770-419-6200)

er Account # 119362-375214

Add Payment Method

Credit Debit **E-Check**

echeck

Where can I find my routing and account number?

123456789 1011121314151617181920 21222324252627282930

Routing Account Check OR Routing Check Account

Account Type

Checking Savings

Routing Number

Account Number Re-Enter Account Number

Bank Name Name on Account

Back Add

Step 5 You will see my wallet with a CC icon that says your payment method and the last 4 digits of the added payment method. Click Continue

Create New AutoPay: Custom...

ipn2.paymentus.com/cp/schedule-express-wizard.action?CSRF_TOKEN=1701366520458-9642e5c7973516fb2620c8bcacae926a73b0accdbf463ad92256994ca816&RQ_ENTRY_POINT=myAccounts&

Bookmarks ICobb - Home Volunteer Informat... Facebook Google Spot Health Insura... Cobb County Wate... Purrfectly Holistic... Adobe Acrobat Ho...

COBB COUNTY WATER SYSTEM

Customer Portal
Cobb County Water System - 660 South Cobb Drive Marietta, GA 30060 (770-419-6200)

Create New AutoPay > Water Account # [REDACTED]

Payment Method

My Wallet

echeck [REDACTED]

Add a Payment Method

+ Add new

Back Continue

How to set up AutoPay

1. Select the account.
2. Choose your preferred payment method.
3. Choose when payments should begin and end
4. Choose how and when to be notified of upcoming payment

Powered by Paymentus

Privacy Policy
Privacy Notice to California Residents
Website Conditions of Use
Payment Authorization Terms

Last login was on
Oct 27, 2023, 7:33:06 AM

Step 6 Complete the autopay form. Start date can be today. Do not choose an end date it can be blank. Choose when to receive a reminder either 2, 3, or 4 days before we withdraw the payment. Click Authorization buttons and create autopay

Account History

Wallet

Profile

Logout

Paymentus
[Privacy Policy](#)
[California Residents](#)
[Conditions of Use](#)
[Authorization Terms](#)

Session was on
11/30/2023 3:06 AM

Start Date
11/30/2023

End Date (Optional)
Select end date

Payment Amount
Bill Amount

Total Amount
Bill Amount

Payment Type
Checking Account

Routing Number

Account Number

Schedule Notification Preferences

Receive email notification

Remind me 2 days in advance of a scheduled payment

[View Authorization Agreement for direct debit payment \(ACH Debit\).](#)

I authorize ACH direct debit payment (ACH Debit).

By selecting the box, you authorize the above scheduled payments from the account shown. This authorization is valid until you cancel it through the customer portal or by calling your biller's customer service number.

3. Choose when payments should begin and end

4. Choose how and when to be notified of upcoming payments

Step 7. You will see a confirmation page.

The screenshot shows the Paymentus Customer Portal interface. The browser address bar displays the URL: `ipn2.paymentus.com/cp/schedule-express-wizard.action?CSRF_TOKEN=1701367233609-ecb2c01f3e4a0d9b691c0de4a51ff7243b3753d`. The page title is "Create New AutoPay > Water Account # [REDACTED]".

Customer Portal
Cobb County Water System - 660 South Cobb Drive Marietta, GA 30060 (770-419-6200)

Navigation Menu:

- Accounts
- Pay My Bill
- AutoPay
- My Bills
- Payment History
- My Wallet
- My Profile
- Log out

Schedule Created Summary:

Confirmation #	98305490
Payment Type	Water Payment
Account #	[REDACTED]
Payment Method	Checking Account ***** [REDACTED]
Start Date	Nov 30, 2023
Frequency	Bill amount on the due date
Payment Amount	Bill Amount
Total Amount	Bill Amount

Buttons: Print, Back to AutoPay

How to set up AutoPay:

1. Select the account
2. Choose your payment method
3. Choose when to pay
4. Choose how much to pay

Powered by **Paymentus**
Privacy Policy | Privacy Notice to California Residents | Website Conditions of Use | Payment Authorization Terms

Last login was on Oct 27, 2023, 7:33:06 AM

Step 8. Click accounts in the menu on the left to take you back to the accounts page if your autopay button is green. You are set up.

The screenshot shows the "Account Details" page for a "Water Account # [REDACTED]".

Account Details [Edit]

Date Due: Dec 8, 2023
Amount Due: \$19.31
Pay Bill

Paperless: No
View Bill

AutoPay: Yes (highlighted with a yellow box)
Frequency: Bill amount on the due date
Payment Method: echeck [REDACTED]

More:

- [View All Payments](#)
- [View Bill History](#)

