

## **REGISTER NOW FOR ONLINE ACCOUNT MANAGEMENT & ONLINE BILL PAY:**

Customers may now register to view and manage their accounts electronically! Historical invoices with usage data may be accessed from this site.

### **HERE'S HOW TO REGISTER:**

1. Log onto our website: [www.rhsud.com](http://www.rhsud.com)
2. Click on the tab called Payment Options
3. Click on the button called Register – Online Bill Pay
4. Complete the requested fields being sure to use the *exact spelling and case* as it appears on your statement\* (your email address will be your login ID)
5. If you have more than one account, you will be able to add additional accounts to the first account you set up by completing the “Consumer Register Another Account” option on the Customer Menu.

**PAPERLESS BILLING:** Customers may receive electronic statements by registering with their email.

1. From the Customer Menu on the left, select the menu item “Paperless Billing”
2. On the “Paperless Billing” menu, check the box next to “Enable Paperless Billing” and click the “Save” button
3. You will need to select “Enable Paperless Billing” for each account.
4. Email notifications will be sent to you from [customerservice@rhsud.com](mailto:customerservice@rhsud.com) be sure to add this address to your approved contacts so the notifications do not go into your junk/spam folder.

Once registered for Paperless Billing, customers will receive an email each month stating that the new statement is ready to view. Simply login and select “View My Bill”. Any account with Paperless Billing selected will no longer receive a paper invoice in the mail.

**TO LOGIN AFTER INITIAL REGISTRATION,** either visit our website as above or go directly to this site: <https://www.utilitybillingsystem.net> (you will see the *Ampstun* logo) and login using the fields on the left side of the page to enter your login information (this will be your email address and password).

Customers will have the ability to **change their billing address.** Please be sure to complete all fields if changing your billing address. Please note that it may take up to one full billing cycle to become effective – until then, customers are still subject to late fees if payments are received after the due date.

Customers will have the ability to **pay their bill online with credit/debit card or eCheck.** We accept Visa, Master Card, Discover and American Express. Once logged into their account, customers will select **Pay Bill to make a payment.** After making a first successful online payment, the system will store the payment information used allowing the customer to enable the autopay feature for future payments. Online payments may take up to 24 hours to post to your water account; *late fees will not be waived due to the inability to pay using the vendor’s website.*

**If you have any questions or need assistance with registration, please contact our office Monday – Friday from 8:00am-4:00pm at (972) 932-3077.**

*\*Please note that any change in account name must be completed through the office with the proper documentation. This would include name changes, sale of property, etc.*