

# PAYMENT PORTAL FREQUENTLY ASKED QUESTIONS

## How will this affect me?

The most significant change will be new options for how you can pay your bill. You can access the payment portal through our main website, or you can go to <https://pearlriver.epayub.com/>.

## How do I sign up?

Visit <https://pearlriver.epayub.com/> and click "Register here." It will walk you through setting up your account, and all you need is your account number and the phone number associated with your account.

## Do I have to have an account to pay my bill online?

No, you don't have to have an account to pay your bill. You can pay with only your account number through the "Quick Pay" option. However, we recommend creating an account to take full advantage of all the features.

## What are the benefits of this payment portal?

This portal offers more features for you to control your account. Some of the most anticipated features include customized communication preferences, streamlined contact methods, and account usage and payment history.

# SAVE TIME. SKIP THE LINE. PAY ONLINE.

- VIEW USAGE AND PAYMENT HISTORY
- PAY YOUR BILL ONLINE & SETUP AUTOPAY
- ACH BANK DRAFT SELF-SERVICE
- COMING SOON!**
- SIGN UP FOR PAPERLESS BILLING
- CALL AND TEXT TO PAY OPTIONS



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