

How to Create an Online Account for Castle Rock Water:

1. Go to the website: castlerockwater.billtrust.com or CRgov.com "Pay Your Water Bill".
2. Click the Blue **Enroll Now** button.



3. Create a user name (This must be a minimum of 4 characters and a maximum of 32 characters and include **no** special characters).
4. Enter your account number exactly as printed on your statement (including the 00's and the dash, example 00012345-01).
5. Enter your enrollment token which can be found near the top of your statement on the right (this is not case sensitive).
6. Enter your email address.
7. Create a password (Your password must be at least 7 characters in length and include at least one upper case letter, a lowercase letter and a number, example Jsmith1).
8. Click the box "Stop Sending Paper Bills" if you would like to only receive future bills as an e-bill.
9. Click the green **Enroll** button.

10. An email will be sent to you to activate your account. **Please check your email and click the activation link.** You will now be able to sign into your new online account through our website: castlerockwater.billtrust.com or CRgov.com "Pay Your Water Bill". Type in your user name and password under the **Sign In** section and then click the blue **Sign In** button.

Adding Payment information (Optional):

1. Click the Blue **Payment Setup** tab.

2. Click Add Checking Account or Add Credit Card Account button.
3. Fill in fields required for your Checking Account or Credit Card Account, whichever one you choose.

The image shows two side-by-side forms. The left form is titled 'Add Checking Account' and contains fields for 'Friendly Name', 'Bank Name', 'Name On Account', 'Routing Number', 'Bank Account Number', and 'Confirm Account Number'. It also includes a 'U.S. Check Example' with annotations for routing, check, and account numbers. The right form is titled 'Add Credit Card Account' and contains fields for 'Friendly Name', 'Credit Card' (with a dropdown menu), 'Card Number', 'Expiration Date', 'Name', 'Address Line 1', 'Address Line 2', and 'City'. Both forms have a 'Cancel' button on the left and a 'Save' button on the right, with red arrows pointing to the 'Save' buttons.

4. Click green Save button. Your payment information has been saved.

Setting up Auto Pay (Optional):

1. Once you have set up your Payment information click the Blue **Options** tab.
2. Under Account Settings click on the blue Edit word located in the middle of the page under Actions.

The screenshot shows the 'Options' tab selected in the account settings. The 'Options' tab is highlighted with a red arrow labeled 'Step 1'. Below it, the 'Account Settings' section has an 'Edit' button highlighted with a red arrow labeled 'Step 2'. The 'Account Settings' section includes a table with columns for 'Friendly Name', 'Account Number', 'Auto-Pay Rule', 'Receive Paper Bills', 'Email Confirmations', and 'Actions'. The 'Actions' column for 'My Main Account' has an 'Edit' button highlighted.

The screenshot shows the 'Manage Auto-Pay Rule' section. The 'Manage Auto-Pay Rule' section is highlighted with a red box. Red arrows point to the 'Payment Threshold' field (Step 3), the 'Payment Account' dropdown (Step 4), the 'I have reviewed and agree to Terms and Conditions listed above.' checkbox (Step 5), and the 'Save' button (Step 6). The 'Payment Threshold' field is set to '0.00'. The 'Payment Account' dropdown is set to 'No Payment Accounts Available'. The 'Terms and Conditions' section is visible below the checkbox.

3. Under Manage Auto-Pay rule set up a **Payment Threshold**. You must add a dollar amount or your Auto-Pay will not work. Enter a dollar amount that will cover your highest bill during the summer months. Auto-Pay will draft the Total Due shown on your monthly statement your bill amount but will not draft anything if the Total Due is over your set payment Threshold. If your bill is higher than your Threshold you will receive an email stating we will not be Auto-Drafting your account that month.
4. **Payment Account**, click on the drop down arrow and select your payment account information.
5. Click box **"I have reviewed and agree to Terms and Conditions listed above."** after reviewing them.
6. Click Save.
7. To verify your Auto-Pay has been set up correctly, click on the Summary tab and you should see a box stating "You are currently setup to automatically pay your bill if the total due is below \$___. (This would be your payment Threshold amount that you entered)."

Auto-pay confirmation box

NOTE: Your auto-pay settings will take effect during your next complete billing cycle. If you have an open balance you will need to pay it for the current billing cycle. You may schedule this payment under the SUMMARY tab by clicking the green PAY button and follow the prompts.

Update/Change Payment Source for Auto Pay:

1. Log in to your account at castlerockwater.billtrust.com
2. Select the Blue History tab and cancel your current payment scheduled.
3. Select the Blue Payment Set-Up tab and enter a new credit card or checking account (Do not delete your current credit card or checking account yet).
4. Select the Blue Options tab and below the Account Settings section, select the blue Edit option under Actions.
5. Change the Payment Account to your new credit card or checking account using the down arrow next to Payment Account.
6. Check the box *"I have reviewed and agree to Terms and Conditions listed above"*.
7. Click the green **Save** button.
8. Return to the Blue Payment Setup tab and delete the old credit card or checking account.

One last step:

Since you cancelled the current scheduled payment, select the Blue Summary tab and schedule your current payment by clicking the green **Pay** button for the amount that is due, you may choose the day you want the current charges to pull from your credit card or checking account. Your Auto Pay will begin drafting from your account as normal on the next billing cycle.

Payment Date

Click next and follow prompt on next page to **Authorize**