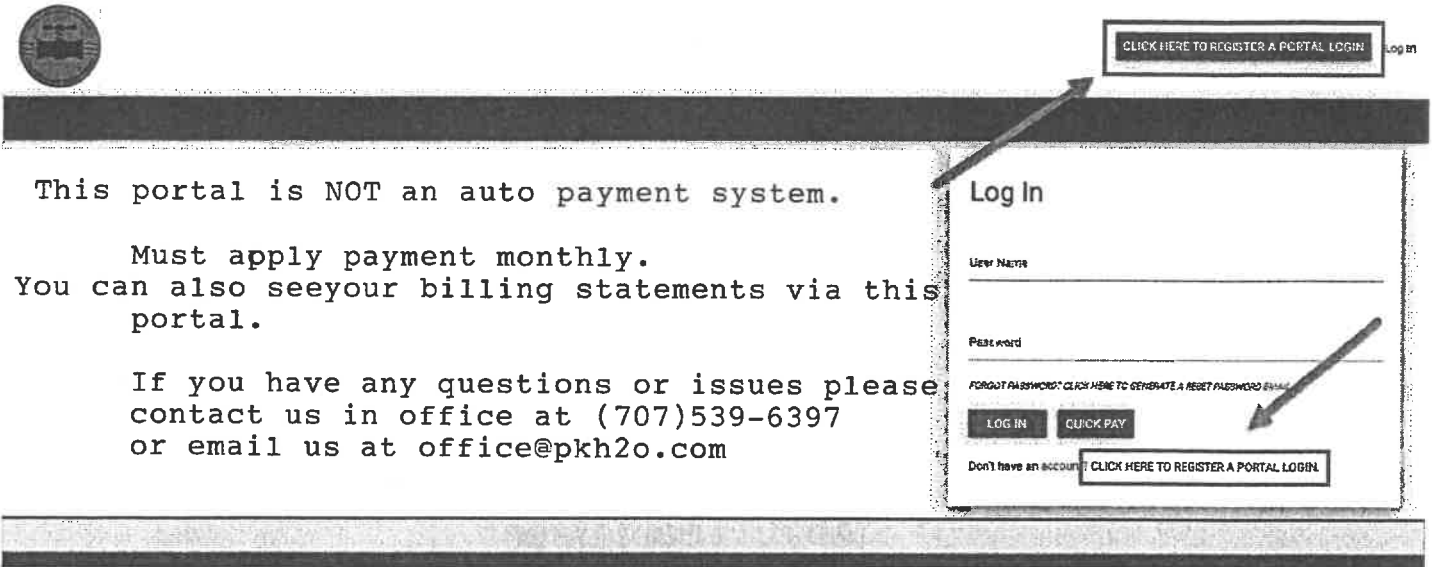


How to set up your Penngrove Water Company payment portal account

Company Website: www.pkh2o.com

Direct Portal: pkh2o.epayub.com

Click on the **CLICK HERE TO REGISTER A PORTAL LOGIN** button in the top right or click the **CLICK HERE TO REGISTER A PORTAL LOGIN** link at the bottom of the Log In box to initiate the Registration Wizard.



This portal is NOT an auto payment system.

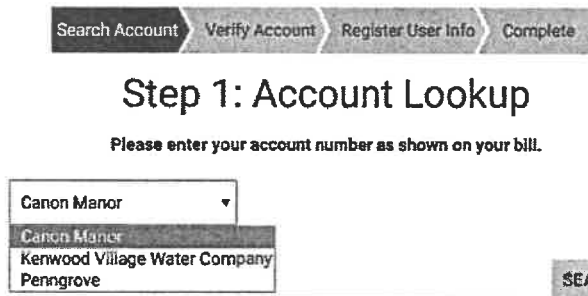
Must apply payment monthly.

You can also see your billing statements via this portal.

If you have any questions or issues please contact us in office at (707)539-6397 or email us at office@pkh2o.com

The account registration wizard is a 4 step process.

Step 1: Account Lookup



Search Account Verify Account Register User Info Complete

Step 1: Account Lookup

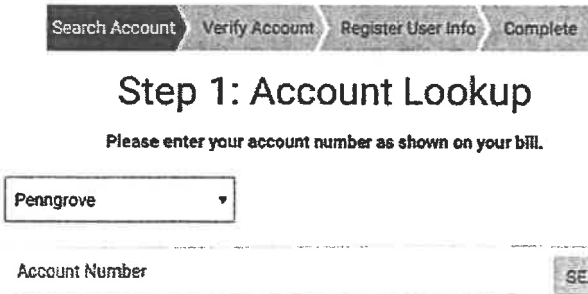
Please enter your account number as shown on your bill.

Canon Manor

Canon Manor
Kerwood Village Water Company
Penngrove

SEARCH

Click the down arrow to select the desired Company in which you have a utility account.



Search Account Verify Account Register User Info Complete

Step 1: Account Lookup

Please enter your account number as shown on your bill.

Penngrove

Account Number

SEARCH

Enter your account number as shown on your bill in the Account Number field.

Click the **SEARCH** button.

NOTE: The following will display if the account number entered does not match what is in the utility system:

The information provided does not match what we have on file.

If you receive this message contact the **Penngrove Water Company** for assistance.

Once the correct information has been entered you will continue to the next step.

Step 2: Verify Account

Search Account **Verify Account** Register User Info Complete

Step 2: Verify Account

Service Addresses associated with Account Number

Customer Name:
Service Address:

YES, THIS IS MY ACCOUNT

I DON'T SEE MY ACCOUNT

The Customer Name and Service address associated with the account number entered will display. If the information displayed is correct click the **YES, THIS IS MY ACCOUNT** button. If it is not correct click the **I DON'T SEE MY ACCOUNT** button to go back to Step 1.

Step 3: Create User

Search Account Verify Account **Register User Info** Complete

Step 3: Create User

* User Name

* Email Address

* Password

* Confirm Password

CLICK HERE TO REGISTER A PORTAL LOGIN

Continue registration by filling in the 4 fields. See the example below.

Search Account Verify Account **Register User Info** Complete

Step 3: Create User

* User Name

exampleuser

* Email Address

exampleuser@test.com

* Password

....

* Confirm Password

....

CLICK HERE TO REGISTER A PORTAL LOGIN

Click the **CLICK HERE TO REGISTER A PORTAL LOGIN** button to complete the registration.

Step 4: Registration Complete

[Search Account](#) [Verify Account](#) [Register User Info](#) **Complete**

Step 4: Registration Complete

User Name: exampleuser
User Email: exampleuser@test.com

[Log In](#)

The registered User Name and User Email associated with the account will display.

Click the Log In link in the bottom right of the box to go back to the portal Log In screen and log in to the account.

Online payments are processed through Stripe, a third-party processing company and subject to a processing fees. Payments from \$1.00 to \$98.50 will be charged a fixed fee of \$2.95.

Payments of \$98.51 and greater will be charged 3% of the payment amount.

Amt	Fee	Fee type
\$1.00 - \$98.50	\$2.95	Fixed
\$98.51	\$2.96	Percentage
\$100.00	\$3.00	Percentage
\$150.00	\$4.50	Percentage
\$200.00	\$6.00	Percentage
\$250.00	\$7.50	Percentage
\$300.00	\$9.00	Percentage
\$400.00	\$12.00	Percentage
\$800.00	\$24.00	Percentage

