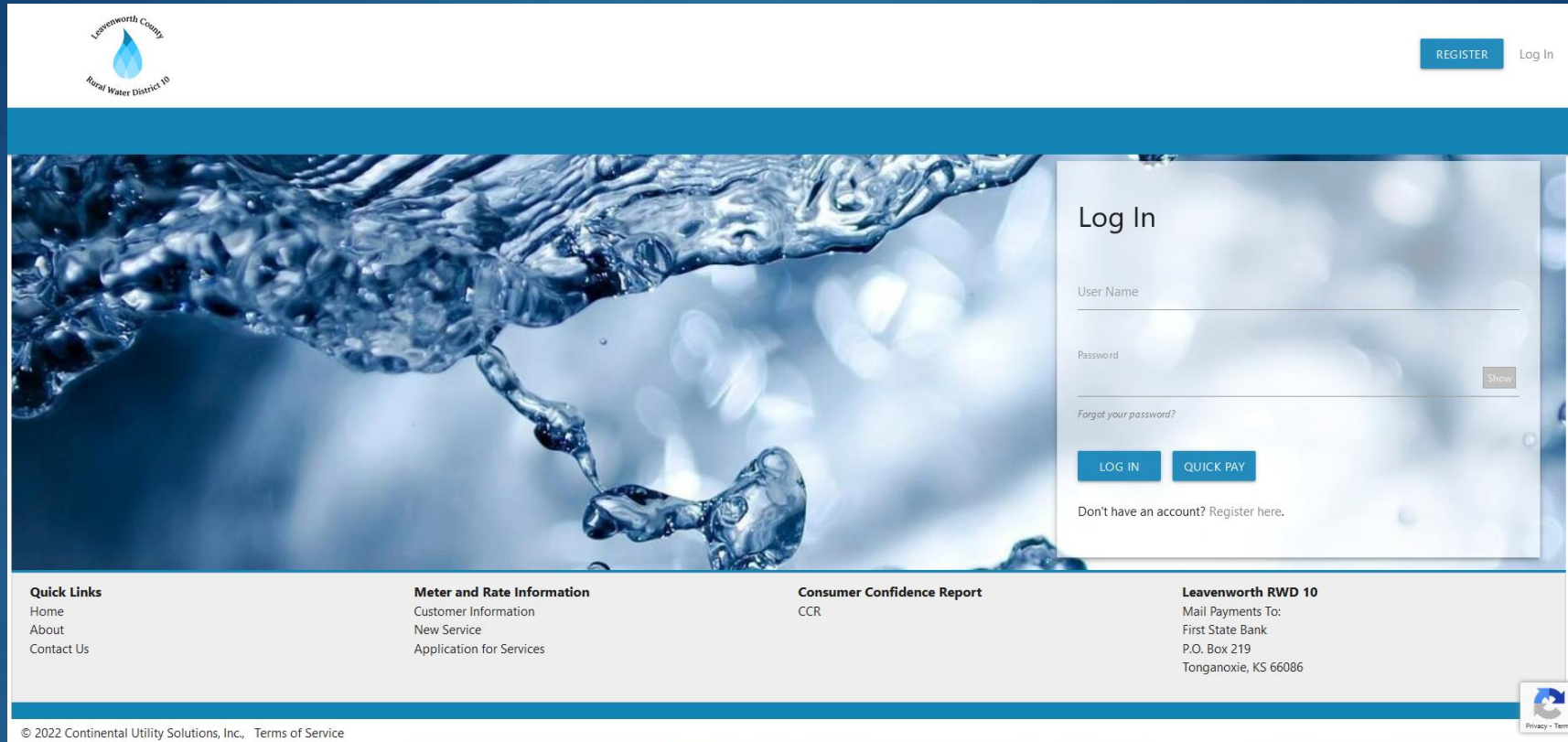




# Customer Portal

LEAVENWORTH RURAL WATER DISTRICT 10

# Welcome to our new customer portal



The screenshot shows the customer portal for Leavenworth County Rural Water District 10. The page features a blue header with the district logo and a 'REGISTER' button. The main content area has a background image of water splashing and a 'Log In' form with fields for 'User Name' and 'Password', a 'Show' button, and a 'Forgot your password?' link. Below the form are 'LOG IN' and 'QUICK PAY' buttons, and a link to 'Register here.' The footer contains four columns of links: 'Quick Links' (Home, About, Contact Us), 'Meter and Rate Information' (Customer Information, New Service, Application for Services), 'Consumer Confidence Report' (CCR), and 'Leavenworth RWD 10' (Mail Payments To: First State Bank, P.O. Box 219, Tonganoxie, KS 66086). A copyright notice for 2022 Continental Utility Solutions, Inc. and a 'Privacy - Terms' link are also present.

Leavenworth County  
Rural Water District 10

REGISTER Log In

## Log In

User Name

Password

[Forgot your password?](#)

[Don't have an account? Register here.](#)

**Quick Links**  
Home  
About  
Contact Us

**Meter and Rate Information**  
Customer Information  
New Service  
Application for Services

**Consumer Confidence Report**  
CCR

**Leavenworth RWD 10**  
Mail Payments To:  
First State Bank  
P.O. Box 219  
Tonganoxie, KS 66086

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[Privacy - Terms](#)

 Water Usage & History

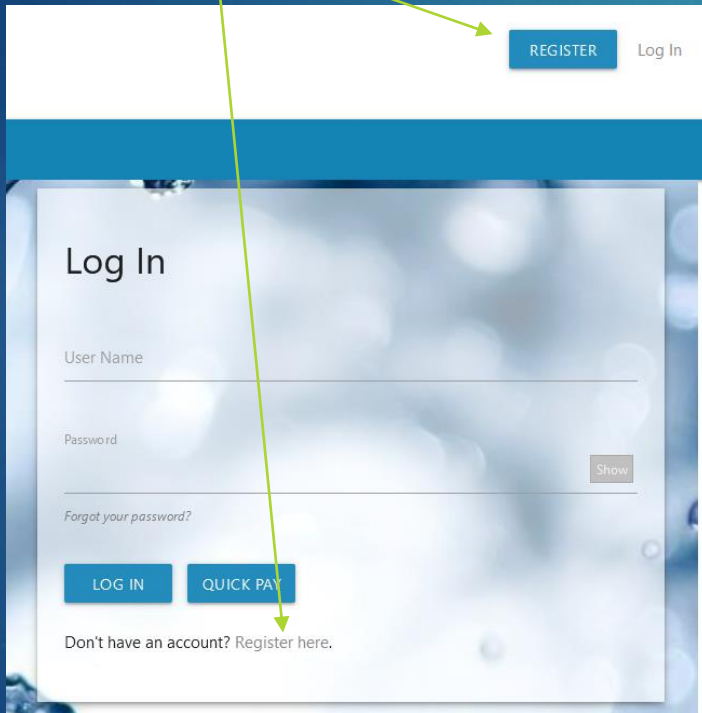
 Online bill payment

 Communication Preferences

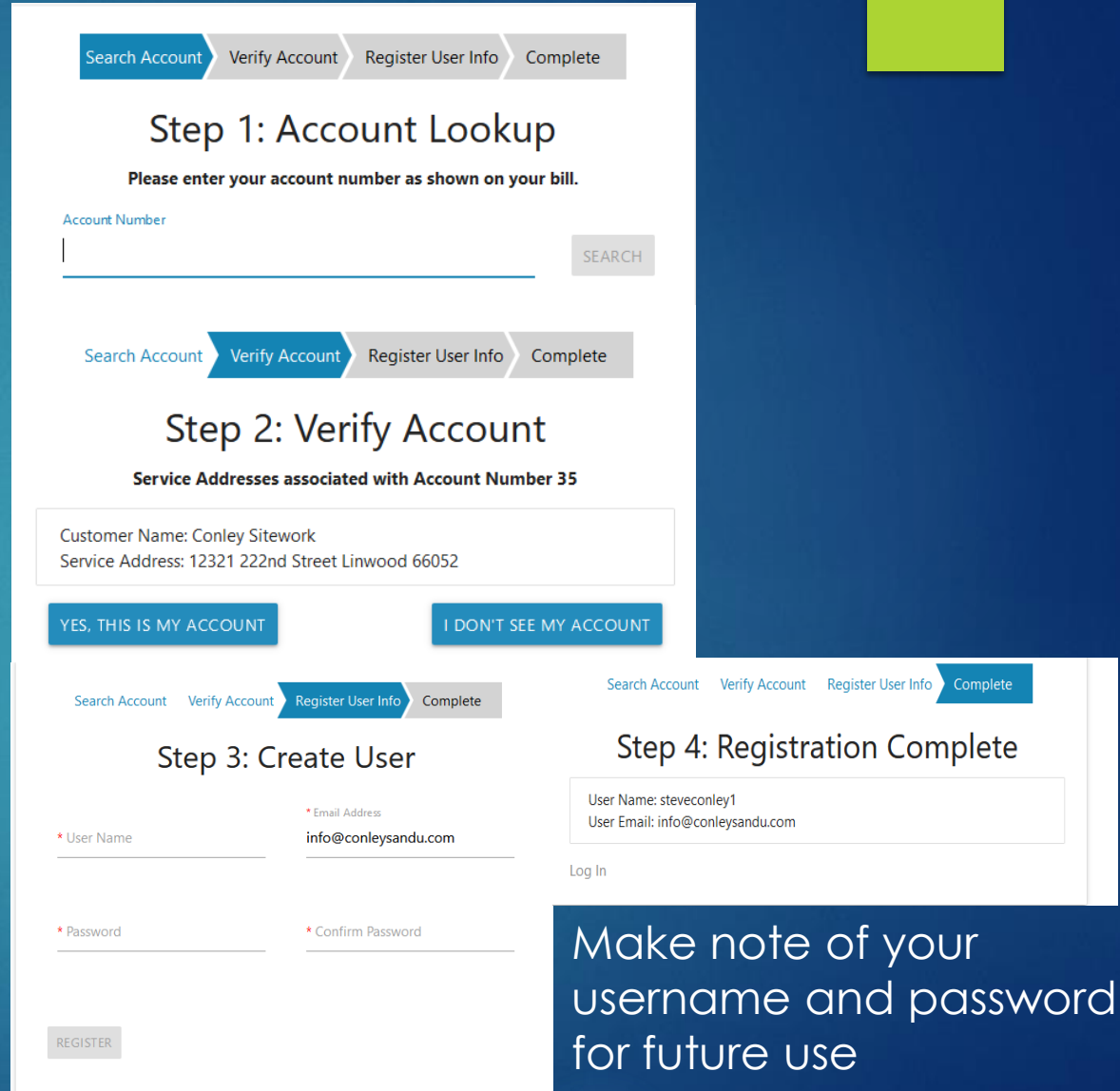
# Create an account

1 Go to: <https://leavenworth.epayub.com>

2 Click register



3 Follow step-by-step instructions





# Account Usage & History

- Water usage and payment history are available as of 8/4/22 when the District converted our billing software to CUSI
- On the HOME page financial and usage history appear, you can hover over the graph for the actual gallons or dollars

The screenshot displays the Customer Web Portal for Leavenworth County Rural Water District 10. The page includes a navigation menu with options like Home, Account History, Make a Payment, and Sign up for Autopay/ACH. The account number is 000000000035 and the address is 12321 222nd Street Linwood, KS 66052.

**Pay Bill**  
Last Payment on 10/6/2022 \$438.51 (Pending)  
Past Due \$0.00  
**Current Due \$0.00**  
Due Monday, October 31, 2022  
Buttons: VIEW CURRENT BILL, MAKE A PAYMENT

**Account History**  
BILLS PAYMENTS  
9/30/2022 \$135.79  
8/31/2022 \$155.91  
8/4/2022 \$146.81  
VIEW ACCOUNT HISTORY DETAILS >

**Usage History** (Water)  
Bar chart showing usage for 8/29/2022 and 9/29/2022. A tooltip for 9/29/2022 shows Water: 18,050.

**Financial History**  
Bar chart showing charges for Aug 2022 and Sep 2022. A green arrow points from the text 'actual gallons or dollars' to the chart.

**Help**  
Payment & Billing  
- I want to set up AutoPay  
- I want to view my account history  
- I want to manage my payment methods  
Account Management  
- I want to register a new account  
User Profile  
- I want to change my password  
- I want to change my communication preferences



# Account Usage & History Detail

Detailed account history is also available. To view your billing statement click on the icon

Home Account History Make a Payment Sign up for Autopay/ACH

000000000035 12321 222nd Street Linwood, KS 66052

## Detailed Account History

Start Date: 09/13/2021 End Date: 10/13/2022 [SEARCH](#)

	Date	Type	Amount	Balance	Reference	Reason
	10/6/2022	Payment	(\$438.51) *	\$0.00	Auth: py_1Lq0p2CxFvUQhInV15tSvWFP	Online-Check
	9/30/2022	Charge	\$135.79	\$438.51		
	8/31/2022	Charge	\$155.91	\$302.72		
	8/2/2022	Misc Chrg.	\$146.81	\$146.81	Beginning Balance	

\* Transaction is pending

### Recent Charges

Month	Charges
Aug 2022	155.91
Sep 2022	135.79

Charges from 9/13/2021 through 10/13/2022



# Online Bill Payment

There are three options in the portal for online bill payment

1) Credit/debit card – Mastercard, Visa, Discover cards accepted

Please note: a minimum payment service fee of \$1.50 per transaction will be charged; for payments greater than \$60 the payment service fee is 2.5%

2) E-check – using your bank information you can process a same-day ACH transaction

Please note: a minimum payment service fee of \$1.50 per transaction will be charged; for payments greater than \$60 the payment service fee is 2.5%

3) Autopay: ACH or credit/debit card – save and validate your banking information for the District to process a monthly transaction. This is the only online payment option that does not charge an additional fee. Autopayments will be processed every month 2-3 business days before the due date on your statement. \*credit/debit cards autopay is available but will still be assessed the payment service fee charged by the credit card company



# Credit Card Payment

- 1) Click on “make a payment”
- 2) Enter your credit or debit card information
- 3) Enter payment amount  
*Note: this payment option does charge you a payment services fee that is assessed by the credit card company processing the transaction \$1.50 minimum and 2.5% for payments over \$60.00*
- 4) If you would like to save this credit card to use in the future, click here

MasterCard VISA DISCOVER  
echeck

\* Name on Card

\* Card Number  
Card number MM / YY CVC

\* Address  
PO Box 715

\* City  
Eudora

\* State  
Kansas

\* Postal Code  
66025

\* Email Address  
info@conleysandu.com

\* \$ Payment Amount  
18.50

**Payment Services Fee**  
\$ 1.50  
*This will appear on your statement as "RWD 10 LEAVENWORTH"*

Remember my information for next time



# echeck

- 1) Click on “make a payment” and select echeck
- 2) Click on “link account” to start the Plaid verification process (follow steps on next page)
- 3) Once verified you will see your bank information appear in the middle of the page.
- 4) Enter payment amount  
*Note: this payment option does charge you a payment services fee that is assessed by the credit card company processing the transaction \$1.50 minimum and 2.5% for payments over \$60.00*

**Before validation**

YOUR NAME  
123 YOUR ADDRESS  
ANYWHERE, U.S.A. 12345

Pay to the Order of \_\_\_\_\_ \$ \_\_\_\_\_ Dollars

BANK NAME  
For \_\_\_\_\_

Routing Number Account Number Check Number

\* \$ Payment Amount  
60.00

Payment Services Fee  
\$ 1.50  
*This will appear on your statement as "RWD 10 LEAVENWORTH"*

[LINK ACCOUNT](#) [UNLINK](#)

We use Plaid in order to validate and link your bank account to your registered Customer Web Portal account. Please click the "Link Account" below if you would like to start this process. Note that, depending on your Financial Institution, there may or may not be a micro deposit verification step before you can use your bank account to make a payment. This validation process is only required once unless your bank account information is changed, at which point you will be required to validate your new account.

\* Email Address  
info@conleysandu.com

*This email address will only be used for communicating information about the linked accounts. Communication will occur only when absolutely necessary.*

**After validation**

YOUR NAME  
123 YOUR ADDRESS  
ANYWHERE, U.S.A. 12345

Pay to the Order of \_\_\_\_\_ \$ \_\_\_\_\_ Dollars

BANK NAME  
For \_\_\_\_\_

Routing Number Account Number Check Number

\* \$ Payment Amount  
60.00

Payment Services Fee  
\$ 1.50  
*This will appear on your statement as "RWD 10 LEAVENWORTH"*

Status	Bank Name	Bank Account Type	Routing Number	Account Number	Balance
<input checked="" type="radio"/>	Adv Tiered Interest Chkg	checking	██████████	██████████	██████████

[LINK ACCOUNT](#) [UNLINK](#)

We use Plaid in order to validate and link your bank account to your registered Customer Web Portal account. Please click the "Link Account" below if you would like to start this process. Note that, depending on your Financial Institution, there may or may not be a micro deposit verification step before you can use your bank account to make a payment. This validation process is only required once unless your bank account information is changed, at which point you will be required to validate your new account.

\* Email Address  
info@conleysandu.com

*This email address will only be used for communicating information about the linked accounts. Communication will occur only when absolutely necessary.*

Plaid did not have the following details about your account. Please provide this information in order to process using the selected linked account.

\* Name on Account  
Steve checking


I authorize Leavenworth Rural Water District 10 hereinafter named COMPANY to initiate a single ACH/electronic debit to my account in the amount of \$61.50 from this bank account on Thursday, October 13, 2022. I agree that ACH transactions I authorize comply with all applicable law. To complete the payment process, click the "Pay" button. Once payment is authorized, there cannot be any changes or corrections. It is recommended that you print a copy of this authorization and maintain it for your records.

[PAY \\$61.50](#)





# Plaid verification




Leavenworth County uses **Plaid** to connect your account

**Connect effortlessly**  
Plaid lets you securely connect your financial accounts in seconds






**Your data belongs to you**  
Plaid doesn't sell personal info, and will only use it with your permission


By selecting "Continue" you agree to the [Plaid End User Privacy Policy](#)

**Continue**



**Select your institution**


-  **Chime**  
www.chime.com/
-  **Bank of America**  
www.bankofamerica.com
-  **U.S. Bank**  
www.usbank.com/
-  **Chase**  
www.chase.com
-  **Wells Fargo**  
www.wellsfargo.com



**Authenticate with Bank of America**

- After you select Continue, you'll be taken to Bank of America
- Authenticate with Bank of America
- You'll be directed back to Leavenworth County

**Continue**



**Select account**

Plaid will only share data from the **Bank of America** account you select with Leavenworth County.

Adv Tiered Interest Chkg  
.....

**Continue**

[Learn more](#)



# Autopay/ACH

- 1) Click on “sign up for autopay/ACH”
- 2) Add a new credit/debit card  
OR  
Click on “link account” to start the Plaid verification process (follow steps on previous page)
- 3) Once verified you will see your bank information appear
- 4) Enter payment option  
*Use one of the four options listed and follow the prompts.*
- 5) Confirm  
*You will receive an email confirmation*

### Set AutoPay

Please select a payment method below to use for automatic payments, then click the confirmation button at the bottom of the form.

[+ ADD NEW CREDIT/DEBIT CARD AUTO PAY](#)

Note when adding a new **Credit/Debit Card** you will need to edit your payment options after confirmation is received.

**Note only "Verified" Plaid Accounts can be used for ACH/Bank Draft. If your linked account needs action, please complete those actions and return here to "SET AUTOPAY" for the verified bank account for ACH/Bank Draft payments.**

We use Plaid in order to validate and link your bank account to your registered Customer Web Portal account. Please click the "Link Account" below if you would like to start this process. Note that, depending on your Financial Institution, there may or may not be a micro deposit verification step before you can use your bank account to make a payment. This validation process is only required once unless your bank account information is changed, at which point you will be required to validate your new account.

\* Email Address  
mary.conley@conleysandu.com

*This email address will only be used for communicating information about the linked accounts. Communication will occur only when absolutely necessary.*

[LINK ACCOUNT](#)

Payment Option ⓘ  
Pay Bill Amount ▼

By clicking confirm, you authorize Leavenworth RWD10 to debit your account on a recurring basis.

CANCEL CONFIRM

### Payment Option ⓘ

**Pay Bill Amount** - Pay the full balance.  
**Maximum Amount** - Pay up to this amount.  
**Fixed Amount** - Pay exactly this amount.  
**Required Amount** - Pay the amount due.

Fixed Amount ▼

\$ AutoPay Amount



# Communication Preferences

From the home screen go to “Help”

Click edit to change contact information, check email or printed for your preferred communication notice

## Help

### Payment & Billing

- I want to set up AutoPay
- I want to view my account history
- I want to manage my payment methods

### Account Management

- I want to register a new account

### User Profile

- I want to change my password
- I want to change my communication preferences

## Communication Preferences

### Contact Information

Billing Address	Conley Sitework PO Box 715 Eudora, KS 66025	▼ Edit
Email Address	info@conleysandu.com	▼ Edit
Primary Phone	785-423-0987	▼ Edit

SAVE

### Correspondence

	Email	RoboCall	Text/SMS	Printed
Statements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delinquency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment Received	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoPay Notices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NSF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High Usage Notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SAVE RESET



# Thank You!

WE APPRECIATE YOUR PATIENCE AS WE INTRODUCE THIS NEW SOFTWARE AND LOOK FORWARD TO YOUR FEEDBACK