



NEW: Access Your Billing Account Online!

[Click here to access your bill](#) →

Norwell Water is excited to offer you a fast and easy way to securely receive and pay your water bill electronically.

You can make a quick one-time payment *or* register to access all the benefits of online billing, including:

- **View** current and past billing statements
- **Pay** by credit card or electronic check
- **Link** multiple bills to one username to view all your bills from one place
- **Schedule** future payments or enroll in auto-pay
- **Receive** friendly email reminders when a bill is ready to be viewed and paid

And, you can even access your account from your smartphone or tablet through our mobile friendly site!

How it Works

Registering for Online Account Access

1. Click the “Access Your Bill” button at the top of this screen.
2. On the next page, select, “Enroll Now”
3. Follow the steps on the Enrollment Screen to create a username and password and then input your Enrollment Token and Account Number found on your bill.
4. Once you complete this form, you will immediately receive an email from us to confirm your interest in our online billing program. Click on the link in the email to complete the enrollment process.
5. Upon clicking the link in the confirmation email, you will be brought to our sign-in screen. Enter your username and password to access your account.

Once You’ve Registered, Here Are Some Helpful Tips:

Click here to add a credit or banking account.

Click here to enroll in auto-pay.

Click here to link multiple accounts.

Thank You For Going Green!

Thank you for viewing and paying your bill online. By doing so, not only are you enjoying the convenience of online billing, you are also helping the environment. By going paperless, we are saving the planet one tree at a time.

What You Should Know About Online Account Access

Security & Privacy

Your personal information remains confidential and secure. The system used by Norwell Water to process payments is independently audited each quarter for Level 1 compliance (the highest level) with Payment Card Industry (PCI) standards for credit card security, ensuring that all transmissions taking place on the site are encrypted and secure.

Registration

There is no cost to sign-up for online billing and you can update your account preferences (such as paper and electronic billing delivery options) or cancel at any time.

Payment and Processing Fees

There is no fee to make an ACH payment through your bank account. However, a convenience fee will be assessed for each credit card payment that is processed. Fees are percentage-based or flat-rate charges based on the type of card you use, the payment amount, and bill type. This fee is charged by the electronic payment processor transacting the funds and no portion of the fee goes to Norwell Water. This charge will appear separately from the payment amount for the bill on your credit card statement and is **non-refundable**.

If you require assistance or have any questions regarding online billing with Norwell Water contact us at 781-659-8076 or [email](#) us.

[Access your account online](#)

Below are some frequently asked questions that will help you better understand this service.

Frequently Asked Questions

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How does it work?

This service provides you with an easy way to review and/or pay your bill online. Instead of receiving your bill via the U.S. Mail, we will send you an email notification when your bill is available online. Simply click the above, sign in enroll in online billing, and you are ready to view and pay your bill. If you would rather continue to receive your bill in the mail, you can choose the One Time Payment option that lets you make a payment without seeing the bill online.

How much does it cost?

Accessing your account online is free. In fact, you will save the cost of the stamp and you will save the hassle of writing out a check if you pay your bill through an ACH transaction (checking account). The only time you will be charge a fee is if you use a debit/credit card to make a payment, for which a fee is assessed based on the card type, payment amount, and bill type.

Will my paper bill still be mailed to me?

You have the option of selecting to “Turn Off Paper Statements.” If you do this, you can easily print out your statements from your online account should you still be interested in storing paper statements at home.

Can I cancel after I sign up?

You may cancel at any time and your paper bill will be mailed to you the next billing

cycle. Simply call Norwell Water at 781-659-8076.

Can I pay my bill online?

Yes. This service enables you to pay your bill online. You can easily pay your bill with a major credit card or your checking account.

Is my credit card and bank account information safe?

We protect your information with the highest level of encryption available. You can be assured that your information is safe. The website is PCI Level 1 Compliant and SAS 70 Type II Certified. They are the most stringent certifications to ensure your data is secure.

How will I know when I have a new bill?

You will receive a notification via email that a new bill is available.

Will my bill look the same online?

Your online bill will be an exact replica of the bill you are used to getting in the mail.

Can I easily print and save my bill?

We use the industry standard PDF format for storing and displaying your bill which makes it very easy to print or save your bill to your computer. Click here to get the free [Acrobat® Reader®](#).

Can I cancel a payment?

Scheduled payments can be canceled prior to processing. To view all scheduled payments, click on the **History** tab within the online billing portal. To cancel a payment, simply click the **Cancel** link to the right of the scheduled payment.

How can I view my earlier bills?

You can view your past bills from the History tab. Select the billing cycle from which you want to view your bills and click View. It will open a new window with the PDF version of the bill. On some versions, you can simply just click the View link on the left of the History to open up your bills.

What is Auto-Pay?

Auto-Pay (automatic payments) allows you to set a dollar threshold from which it will automatically pay your bill if it is below the threshold you have defined. Once you set the auto-pay threshold, you can rest at ease knowing that your bills will be paid on time if it's below the threshold.