



Iowa Lakes Regional Water's Online Bill Pay

Members can utilize ePay to view and pay their ILRW bill.

Instructions for ePay are included on the back of this flyer.

Advantages of ePay

- Customer's can view their basic account information
- Customer's can view account history
- Secure, online payment center where customer can pay with bank draft, credit card, or debit card
- Sign-up for automatic debit
- Available 24 hours a day/7 days a week
- Payment is immediately reflected on account and viewable for customer
- Email confirmation
- Customer can view a printable receipt

Utilizing ePay

The ePay interface is login-based, which means the following for our customers:

- Customer must register and setup their own account information

ILRW representatives cannot setup an account or take payments over the phone. Each customer must be able to access the website and enter the information on their own.

- A pin number will be assigned to each customer and only available on the customer's paper bill.

The pin number cannot be obtained from ILRW representatives or through the ePay system.

- Automatic Debit can only be utilized with a bank account.

Automatic Debit cannot be setup with a credit card.



INSTRUCTIONS

<https://epay.4gov.com/ilrw>

Image A

FIRST-TIME USERS

1. Go to <https://epay.4gov.com/ilrw>
2. Click on the REGISTER button. (Image A)
3. Enter in your information to create your ePay account, as shown in Image B.

You will need:

E-mail address

Full Name


Password

Challenge Questions & Answer

ILRW Account Number(s)

4. Once you are logged in, you can view your bill and pay your bill(s).

Image B

If you have questions when using ePay, there is "help" when you click on the  buttons.

REGISTERED USERS

1. Go to <https://epay.4gov.com/ilrw>
2. Enter your e-mail address and password.
3. Click on Log In
4. View and pay your bill(s).