







DWM Customer Web Portal FAQs

1. **What is the DWM Customer Web Portal?** The DWM Customer Web Portal is the new online web portal for the Department of Watershed Management customers. It was implemented on Wednesday, November 8, 2017.
2. **How do I access the portal?** The URL for the online web portal will remain the same as the previous online bill pay web address. It is www.payatwateronline.com.
3. **If I have a username and password from the previous web portal, do I need to register on the new web portal?** You may log in with your username and password from the previous web portal.
4. **What do I do if my password does not allow me access to the online Web Portal?** You can reactivate your access by resetting your password. Use the "forgot password/reset" feature to update the password on the login page.
5. **What if I am still unable to access my password?** After three (3) unsuccessful login attempts, the "wait feature" will be activated. When the "wait time" has been achieved, you can attempt to reactivate your access again by resetting your password. Use the "forgot password/reset" feature to update the password on the login page.
6. **Why did DWM decide to launch a new online web portal?** The new online web portal provides an improved customer experience along with a new look, feel and branding.
7. **What are the new features of the portal?** The new features include:
 - **New service** – Enable new customers to complete new water/sewer service application and submit supporting documentation online
 - **Transfer service** – Enable current account holders to transfer water/sewer service to a new location within the City of Atlanta online
 - **Disconnect service** – Enable current account holders to disconnect their water/sewer service online
 - **Bill comparison** – Compare last bill to previous month bills and year over year comparison
 - **Guest access** – Enable guest(s) to access your accounts. This access is granted and revoked by the online profile account owner only.
 - **Comments and Ranking** – Customers can submit comments and rate their experience.

8. **I need to purchase a meter. Can I complete and submit a new service application on the new customer web portal to receive a meter?** No. New meter applications are handled by the meter applications office at 55 Trinity Avenue, Suite 1700.
9. **I need to establish fire service. Can I complete and submit a new service application on the new customer web portal for to establish new fire service?** No. New fire service applications are handled by the meter applications office at 55 Trinity Avenue, Suite 1700.
10. **Can I add additional accounts to my online account profile?** Yes. You can add more than one account to your online account profile.
11. **How do I add another account to my online account on the new customer web portal?** Please select the profile tab to add additional accounts.
12. **Can I give someone else access to my account information online?** Yes. You can provide an additional person access to your online account by selecting the profile tab in the portal. Once the profile tab is selected; select the guest access tab. The guest access tab lists the account, guest email, status, and access details of each person that you have invited to receive guest access.
13. **Can I add more than one guest using the guest access?** Yes. You can add more than one guest to have access to your account information by using the guest access option. Select the profile tab on the online web portal. Once the profile tab is selected; select the guest access tab. The guest access tab lists the account, guest email, status, and access details of each person that you have invited to receive guest access.
14. **I have more than one account. Can I make one account my default account?** Yes. Customers can set a favorite account that will be loaded as the current account each time the customer logs in. Select the  icon next to the default account.
15. **How do I remove the favorite account?** Select the  icon next to the default account. This will unselect the default account.
16. **How do I remove a linked account?** You can remove a linked account from a web access profile by selecting the  icon next to the desired account.
17. **Can I still pay my bill without registering?** Yes, select the  button on the upper-right hand side above "Don't have a username yet?"