

How to make a one-time payment across multiple accounts under one Username

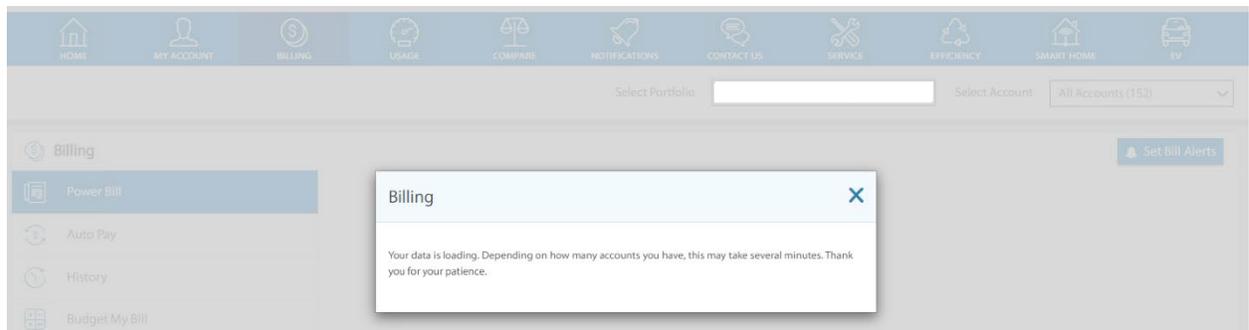
1. Navigate to the Power Services My Account Portal from our webpage.



2. Log into the Portal.



3. Navigate to the Billing Menu. Wait for the data to load. This may take a while when there are many accounts.



4. Select all the accounts you wish to submit a payment for by checking them off on the left of the Account Numbers.

The screenshot shows the San Francisco Water Power Sewer portal. At the top, there is a navigation bar with icons for Home, My Account, Billing, Usage, Compare, Notifications, Contact Us, Service, Efficiency, Smart Home, and EV. Below this is a header with the user's name 'Good Afternoon, Property Manager', a language dropdown set to 'English', and a 'Sign Out' button. A 'Select Portfolio' and 'Select Account' dropdown menu is set to 'All Accounts (152)'. The main content area is titled 'Billing' and features a 'Set Bill Alerts' button. A table lists various billing items, each with a checkbox on the left. All checkboxes are checked. The table columns are: Account Number, Total Amount Due, Total Current Charges, Due Date, and Payment Amount. The items include Power Bill, Auto Pay, History, Budget My Bill, Billing Questions, and Payment Locations, with a total amount of \$491.90.

Account Number	Total Amount Due	Total Current Charges	Due Date	Payment Amount
	\$94.05	\$46.48	07-23-2024	\$94.05
	\$-92.82	\$9.21	08-01-2024	\$0.00
	\$80.42	\$55.91	07-30-2024	\$80.42
	\$76.79	\$33.25	07-23-2024	\$76.79
	\$67.20	\$44.52	07-30-2024	\$67.20
	\$596.68	\$130.85	07-31-2024	\$596.68
	\$590.54	\$125.94	07-30-2024	\$590.54
	\$514.78	\$72.87	07-30-2024	\$514.78
	\$492.75	\$50.24	07-24-2024	\$492.75
	\$491.90	\$88.21	07-30-2024	\$491.90

5. Once all accounts are selected, click on Pay Now at the bottom.

The screenshot shows the payment summary screen. It displays a list of selected accounts with their respective amounts and due dates. The total amount to be paid is \$41,492.77. A 'Pay Now' button is visible at the bottom right. A yellow box contains a 'Please Note' message regarding recent payments and confidentiality.

\$190.45	\$22.61	07-10-2024	\$190.45
\$171.26	\$47.98	06-26-2024	\$171.26
\$-14.34	\$42.65	10-02-2023	\$0.00
\$-127.50	\$9.04	10-05-2023	\$0.00
\$-121.53	\$31.46	10-02-2023	\$0.00
\$106.11	\$29.00	08-01-2024	\$106.11

Please Note: If you have made a recent payment, you may not be able to select the account(s) with which you had made payment until a success response is received from our payment system.

Your personal and financial data will be kept confidential. We do not give, share, sell, or transfer any personal information to a third party. Your account balance will be updated within approximately 2-3 business days of an online payment or adjustment.

Total: \$ 41,492.77 **Pay Now**

6. The system may alert you to check accounts that have a zero balance. Simply uncheck those accounts to continue with payment.

The screenshot shows the payment summary screen with an orange alert banner at the top. The banner reads: 'Payment with an amount of \$0.00 is not allowed. Please enter an amount greater than \$0.00 to make a payment.' The list of accounts below shows that the accounts with zero balances have their checkboxes unchecked. The 'Pay Now' button is still present at the bottom right. The same 'Please Note' message is also visible.

\$171.26	\$47.98	06-26-2024	\$171.26
\$-14.34	\$42.65	10-02-2023	\$0.00
\$-127.50	\$9.04	10-05-2023	\$0.00
\$-121.53	\$31.46	10-02-2023	\$0.00
\$106.11	\$29.00	08-01-2024	\$106.11

Please Note: If you have made a recent payment, you may not be able to select the account(s) with which you had made payment until a success response is received from our payment system.

Your personal and financial data will be kept confidential. We do not give, share, sell, or transfer any personal information to a third party. Your account balance will be updated within approximately 2-3 business days of an online payment or adjustment.

7. Verify the payment amount and update the payment method if needed. Click Next to complete the final payment step.

8. Setup Auto Pay if you would like to have monthly payments automatically process for selected accounts. Enrolling in Auto Pay is simple, and can be done in one step for all accounts within the billing module.