



# Cherokee County Water & Sewerage Authority

## Automated Payment Line (770) 790-4601

### + Enter Account Number - *followed by the pound (#) sign*

- Account Number Will Be Repeated Back
  1. If The Account Number Is Correct – Press 1
  2. To Select A Different Account – Press 2

### + To Get Account Balance - Press 1

- Account Balance Will Be Provided
  1. Return To Account Information Menu – Press 1
  2. Repeat Account Balance – Press 2

### + To Make a Payment - Press 2

1. Use An Existing Online Credit/Debit Card Profile - Press 1
2. To Enter Credit/Debit Card Number Instead Of Using Online Profile - Press 2
3. To Make An E-Check Payment Using An Online E-Check Profile - Press 3  
*(Checking Account Profile Must Be Created Online Prior To Paying With E-Check)*

- Account Balance Will Be Provided
  1. To Pay The Total Balance – Press 1
  2. To Enter An Different Amount – Press 2
    - Enter The Dollars And Cents Without A Decimal Point – *followed by the pound (#) sign*
- Payment Amount Will Be Repeated Back
  1. If The Payment Amount Is Correct – Press 1
  2. If The Payment Amount Is NOT Correct – Press 2
    - Payment Amount Will Be Repeated Back
  3. To Proceed With Payment – Press 1
  4. To Cancel And Go Back To The Main Menu – Press 2

➤ Follow Prompts to Enter Credit/Debit Card Info If Not Using Online Card Profile

- OR -

➤ Follow Prompts If Using Credit/Debit Card Profile or Electronic Check Profile

**The Automated Payment System will confirm the payment amount and the payment type prior to the payment being submitted. An Authorization Code will be provided once payment has been authorized.**

**Payments made before 5:00 pm will be posted the same business day.**

**Payments made after 5:00 pm or on weekends or holidays will be posted the following business day.**

Contact a Customer Service Representative at (770) 479-1813 during normal business hours with any questions or concerns regarding the Automated Payment System.