Minnehaha Community Water Customer Portal Instructions

Create Account

1. Visit https://mcwc.authoritypay.com/ and click on "Create a new account" link.
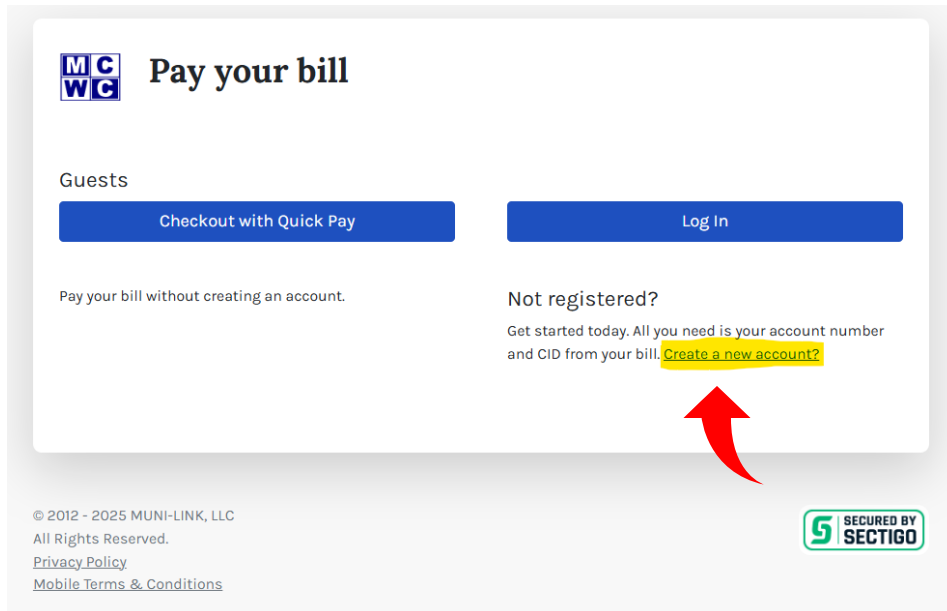
Enter the following information:

2. First & Last Name
3. Account Number*****
4. CID Number*****

* You can find your account and CID number on your billing statement, located in the middle section below the customer name.

5. Email address (twice)
6. Password (twice)
7. Click Create Account

After you click "Create Account," you will be redirected to the sign-in page where you should see the following:

*Your account number & CID number can be found on the middle part of your billing statement.

You have successfully registered your account. A verification email has been sent to your email address. Please check your inbox. The verification email will expire in 4 hours. You must verify your account before you can sign in.

Verify Email & Finish Registration

1. You should get an email from no-reply@authoritypay.com to verify your email. Click on link in the email. A sample email is below:

Account registration for Minnehaha Community Water Corporation

NR no-reply@authoritypay.com
To ▉▉▉▉▉▉▉
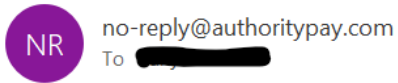
Hello Minnehaha Community,

Follow the link below to verify your email and finish your account registration:

https://mcwc.authoritypay.com/user/verify-registration?token=wQV5Fi7y0bOQ2zUVshB4x1PKPj3GA_1762800346

2. Clicking the link will take you to a new webpage. You will need to click the green "Click to Verify" button, which will verify your email.

Account Verification

☑ Click To Verify

Your account and email have been verified. You can now login to manage your account. ✕

Log in to Customer Portal

3. Enter your email address & password and click log in.

 Pay your bill

Existing Customers

Email Address

[   ]

Password

[   ]

Forgot Password?

Not Registered?

Login

Sign up for E-Billing

1. When you log in for the first time, you will be asked if you would like to sign up for paperless bills. You can choose to "Sign Up Now," "Not Now," or select "No, Don't Ask Me Again."

2. After clicking on "Sign Up Now," a dialog box will show your linked account. You will need to click "No" to change it to "Yes" to enable eBilling and then click "I Agree."

3. After agreeing to the terms, the website will direct you to your home page. You should see a little banner stating that the ebill settings have been saved.

   Your eBill Settings have been successfully saved.

4. It should also display that you're enrolled in ebilling on the home page.

Enrolling in Auto pay

1. Click on "Enroll in AutoPay" located below the "Make a Payment" section on the home page.

Current Balance

$0.00

Due Date

N/A

$ Make a Payment

↻ Enroll in AutoPay

2. To add a new payment method, please click on "Add a New Payment Method."

You need to save at least one payment method to your account before you can enroll in AutoPay. ✕

Payment Methods

Add a New Payment Method ▾

Saved Payment Methods

Nickname	Type	Account	Used for AutoPay	
No results found.				

- Select either ACH/E-Check or Credit Card. If you choose Credit Card, a transaction fee of $2.45 will be charged for each transaction up to $750.

ACH/E-Check Profile

Add a New Bank Account

Bank Name

Bank Account Number   Confirm Account Number

Routing Number   Confirm Routing Number

Account Type   Check Type

Select...   Select...

Nickname (recommended)

Save Payment Method   Cancel

Credit Card Profile

Create Credit Card Payment Profile - Minnehaha Community Water

Customer Information

Name

Address

Street Address Continued

City

United States

State   Zip Code

Email

Mobile Phone

Payment Information

Name on Card

Card Number

VISA   DISCOVER

11   2025

☐ By checking the consent/Agreement box, I hereby authorize Minnehaha Community Water to charge, (...)

🖫 Create Credit Card Payment Profile

5. Select Checking Account or Credit Card under the Autopay Payment Method
6. Select payment date: choices 5th, 10th, 15^{th,} or due date (20th).
7. Make sure you select a date greater than the current date. If the withdrawal day you are selecting is today or in the past, the AutoPay will not be drafted/charged until the next month.

Linked Accounts   **AutoPay Payment Method**

0000000-0
MCWC Warehouse
47375 248th St
Dell Rapids, SD 57022

Checking Account   ⌄

due date   ⌄

The terms and conditions of AutoPay require that you agree to the following:

Thank you for requesting AutoPay account. Fees may apply if sufficient funds are not available to cover your payment.

By enrolling in AutoPay you authorize Minnehaha Community Water Corporation and the financial institution designated in this request to charge the account specified above for payment of your service. You understand that a fee may be charged to your account for each authorization request returned. In addition, you understand that both the financial institution and Minnehaha Community Water Corporation reserve the right to terminate this payment agreement and/or your participation therein. At any time, you may elect to discontinue enrollment in this plan. This can be done by updating your portal profile and unenrolling from AutoPay.

I Agree   Cancel

8. After clicking "I agree," you should see "Your AutoPay settings have been successfully saved" at the top of the page.

9. If you return to the home page, you should see that you're enrolled in Auto Pay.

Account Number	Service Dates
0000000-0	06/30/2025 - 07/31/2025
MCWC Warehouse	**Services**
▓▓▓▓▓▓▓▓	Water Usage

Enrolled in paperless billing - Thanks for saving a tree.   Change

Enrolled in AutoPay!

Make a One-Time Payment

1. If you do not wish to enroll in auto pay, you can make one-time payments each month by clicking the blue "$ Make a Payment" button.

Current Balance

$88.00

Due Date

11/20/2025

$ Make a Payment

C Enroll in AutoPay

2. Please select a payment method, choose a payment date, and indicate either the total balance or a custom amount. The available payment methods are ACH/E-check and Credit Card. Please note that for credit card transactions, a fee of $2.45 will be charged by our third-party processor for each transaction up to $750. If your account balance exceeds $750, you will need to complete two separate credit card transactions.

Create a New Payment

When using a credit card to make a payment, a convenience fee of $2.45 will be charged for each payment of $750 or less. For payments over $750, using a credit card, a $2.45 fee will be assessed for each $750 increment within the total payment submitted.

Payment Method

Pay from...

Due Date

11/20/2025

Payment Date

11/26/2025

Amount Option

Total Balance: $88.00

Continue   Cancel

3. Complete your ACH/Echeck or Credit Card Profile. Choose whether you would like to save the payment method for later. This will save your payment details for future use.

Create a New Payment Method   ACH/Echeck

Bank Name

Bank

Bank Account Number	Confirm Account Number
000000000	000000000

Routing Number	Confirm Routing Number
091400020	091400020

Account Type	Check Type
Checking	Personal

Save For Later   No

Use Payment Method   **Cancel**

Create Credit Card Payment Profile - Minnehaha Community Water   Credit/Debit Card

Customer Information

Name

Address

Street Address Continued

City

United States

State   Zip Code

Email

Mobile Phone

Payment Information

Name on Card

Card Number

VISA MasterCard DISCOVER

11   2025

Create a New Payment Method Credit/Debit Card

MasterCard ending in 1242

Save For Later   No

Use Payment Method   Cancel

4. To verify and confirm your payment, please select "Submit Payment."

Verify & Confirm Your Payment   ACH/Echeck

By clicking the "Submit Payment" button, you, John Doe, authorize a payment of $88.00 from your bank account ending in 0105. The funds will be withdrawn as an ACH debit from your bank account.

The payment will be dated 11/26/2025 and the withdrawal from your account will generally occur within two business days, depending on your bank's processing schedule.

If you would like a copy of this agreement, click the print button below. Once you have clicked the "Submit Payment" button, you will be assigned a confirmation number and have the option to print the confirmation.

To verify your agreement to these terms, please click "Submit Payment".

Submit Payment   Cancel   🖶 Print

Verify & Confirm Your Payment   Credit/Debit Card

There is an additional $2.45 convenience fee for payments made with Credit/Debit/ATM cards. The fee is added and paid during the payment process.

By clicking the "Submit Payment" button, you, John Doe, authorize a payment of $90.45 from your credit card ending in 1242.

The payment will be dated 11/26/2025 and the withdrawal from your account will generally occur within two business days.

If you would like a copy of this agreement, click the print button below. Once you have clicked the "Submit Payment" button, you will be assigned a confirmation number and have the option to print the confirmation.

Submit Payment   Cancel   🖶 Print
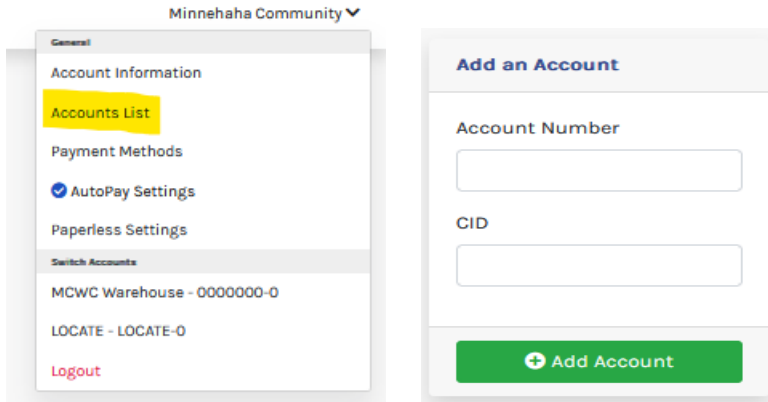
Adding other MCWC accounts

If you have multiple accounts, you can link them to your customer portal.

1. In the upper right corner, click the drop-down arrow next to your name.
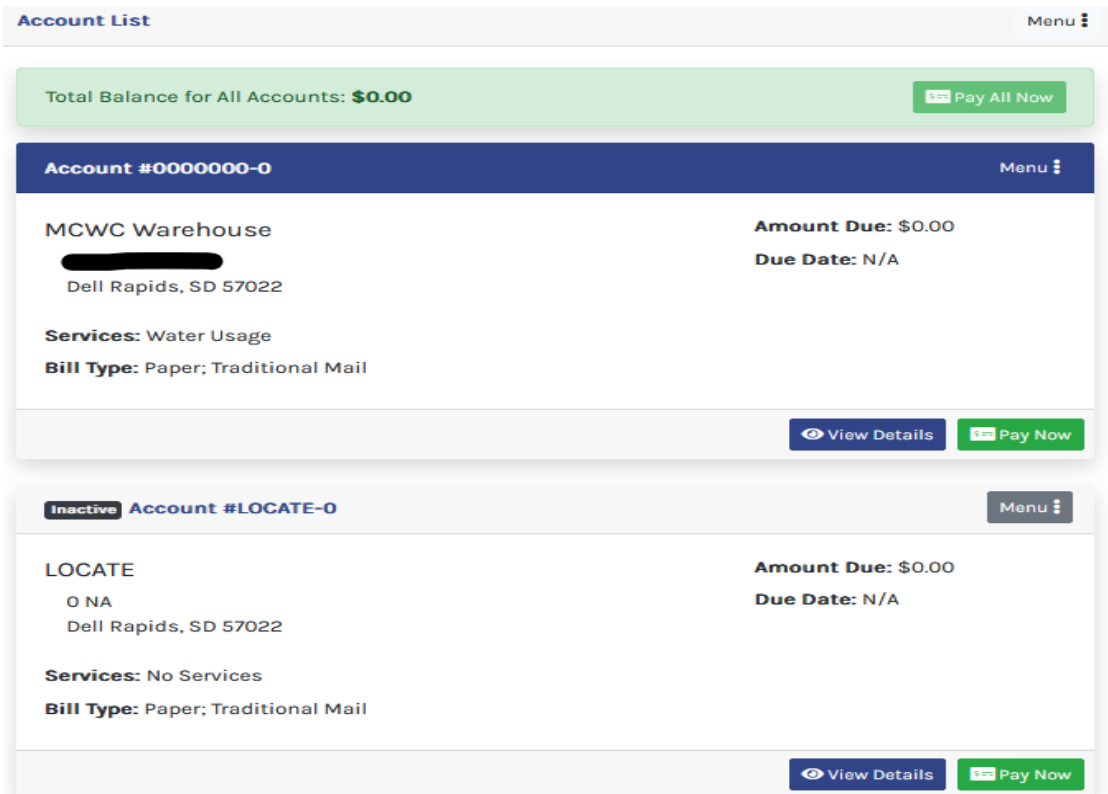
    Minnehaha Community ⌄

2. Please select "Accounts List" and add a new account using the "Add an Account" feature. Enter both the account number and the CID number.

3. It should now display all the accounts that you have added to your account list.

View/Print your Bill

1. To view your bill, click on "View Account History" if you have a single account from the home page. If you have multiple accounts, select "View Details" for the specific account you want to check and then click "View History."

2. Click on the printer icon next to the bill you want to view, and it will open as a PDF. If the printer icon is grayed out, that means it is not available for viewing.

Setting up Paperless billing for Multiple Accounts

Once you have set up your multiple accounts, you can enroll all of them in paperless billing.

1. Select "paperless settings" from the dropdown menu under your name in the upper right corner of the webpage.
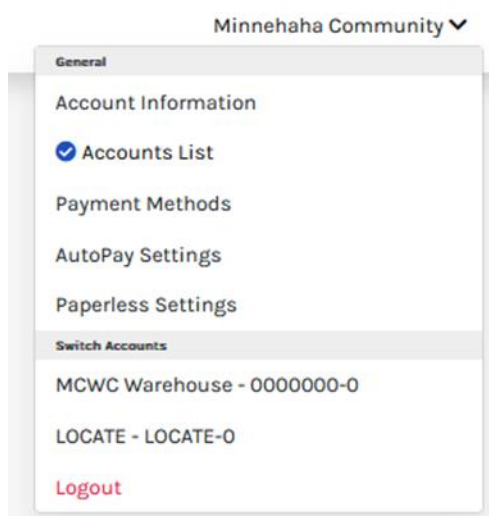

2. It will list your linked accounts. Change the eBills setting to "yes" and click "I agree."
3. You should receive confirmation that your eBill settings have been successfully saved at the top of the page.

Setting up Autopay for Multiple Accounts

If you haven't done so already, you'll need to add your bank or credit accounts under the payment methods.

1. Click on the dropdown menu arrow next to your name and select "Autopay Settings."

2. Choose your autopay payment method for each account. You can have multiple payment methods.

Please note that if you select a credit card, a $2.45 transaction fee will be applied to your balance for each transaction up to $750.

3. At the top of the screen, you will get a confirmation stating that the autopay settings have been successfully saved.

Your AutoPay Settings have been successfully saved.