



Laie Water Company, Inc.
 55-510 Kamehameha Hwy.
 Laie, HI 96762
 (808) 293-7017

August 23, 2023

RE: Online Laie Water Company Account Set-Up

Dear Customer:

We are pleased to announce that Laie Water Company customers can now view their account usage and payment history online, and pay electronically online. Payment can be made via one of two methods:

- Setup Autopay through free bank monthly electronic transfer. This method is free and is recommended as there is no charge for the service, it is safe, and automatic monthly. **About half of our customers use this method of bank payment.**
- Credit Card Payment. There is a **minimum \$3.25 or 3% convenience processing fee charged on credit card payments** from the credit card processing company on all payments.

This is how you can set up your LWC account to view your history online, and make payments electronically:

Prior to starting you will need to have two numbers:

- Your four-digit customer account number found at the top of your water bill
- A phone number, including area code, that we have on your account. If we do not have a phone number on your account or you are not sure, please call us so we can add a number to your account. Call 808-293-7017 or email lwc@hawaiireserves.com with your information.



Laie Water Company
 55-510 KAMEHAMEHA HWY., SUITE 12
 LAIE, HI 96762
 Phone: (808) 293-7017

Service Address 55-714 WAHINEPEE ST-CEMETERY	Location Number XXXXX
Service Dates 3/15/20 - 4/15/20	Account Number 6789
Meter Number 190455808	Meter Size 3/4 INCH

LAIE WATER CUSTOMER
 CUSTOMER ADDRESS
 LAIE, HI 96762

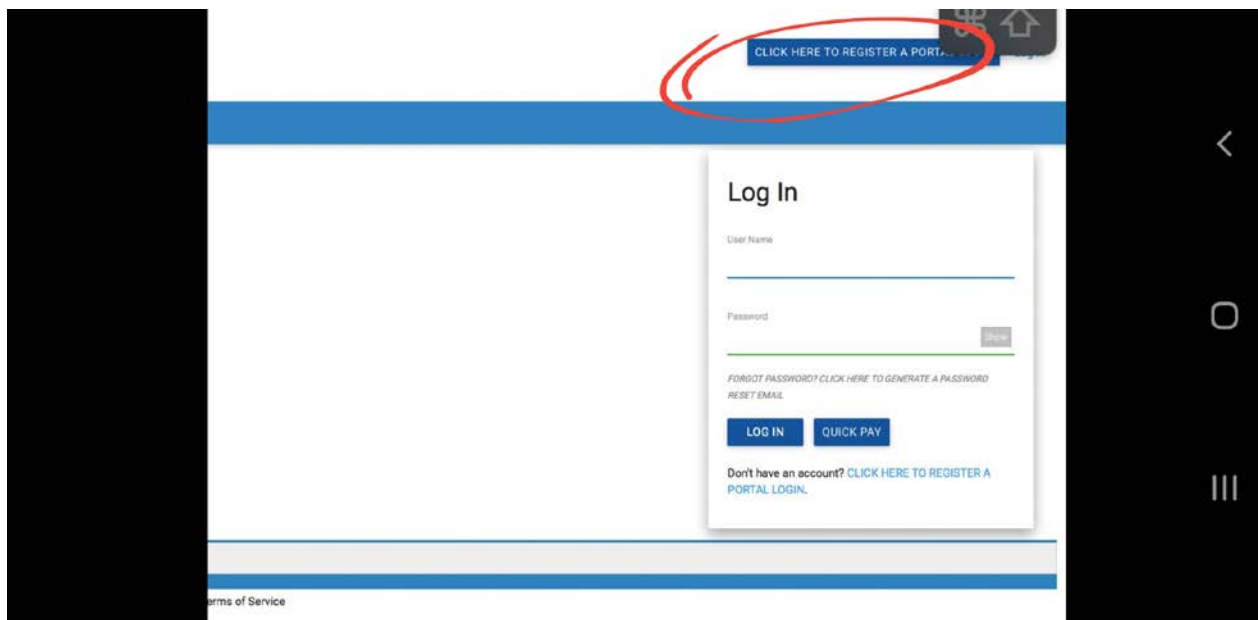
Invoice Date: 4/30/20
 TOTAL AMOUNT DUE: **\$ 43.35**
 DUE DATE: 5/25/20



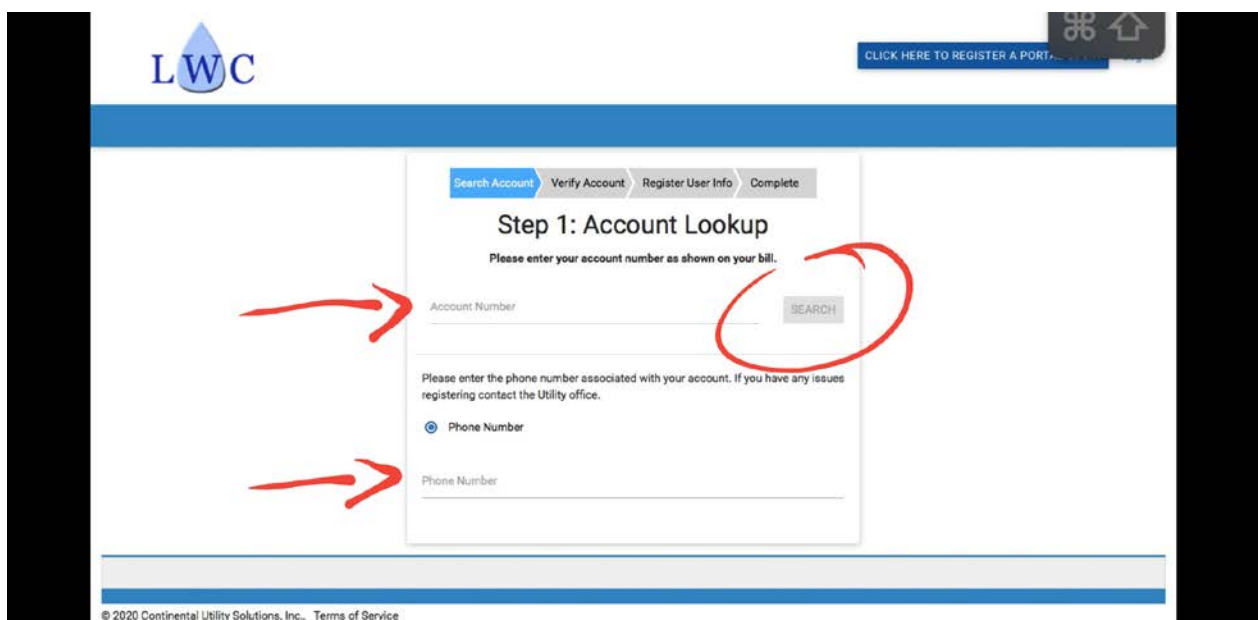
To Create an account online:

Type the following into your computer search engine: <https://hawaiireserve.epayub.com/>

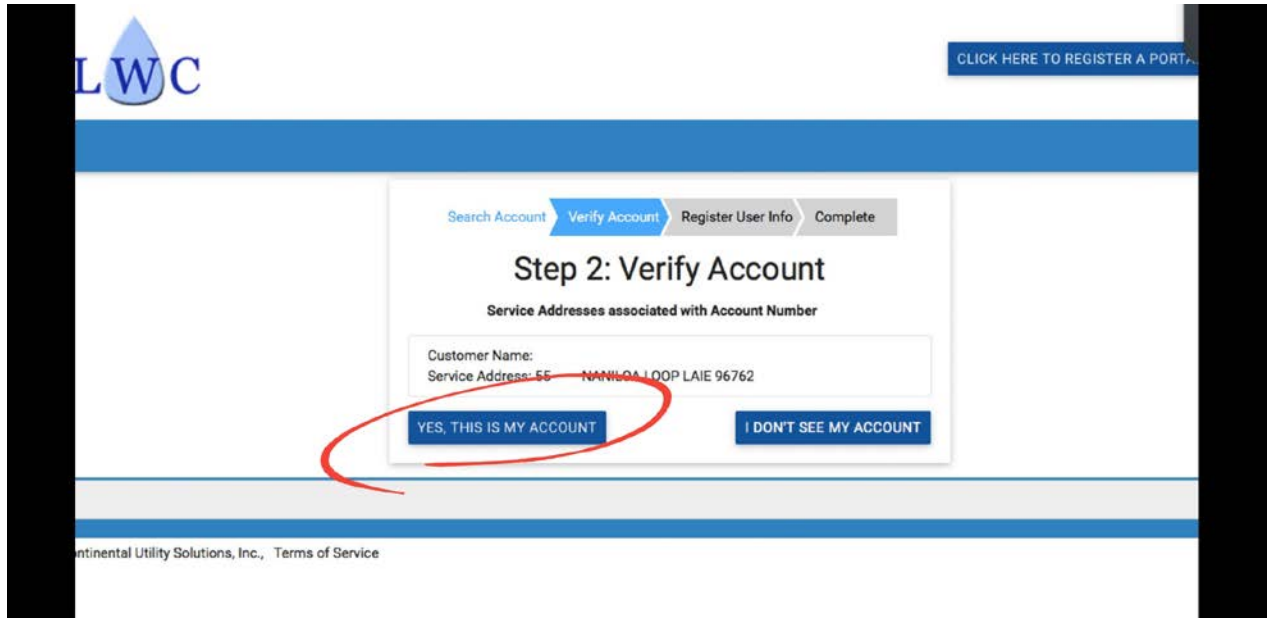
1. Click on the dark blue button “CLICK HERE TO REGISTER A PORTAL LOGIN” (screenshot 1). (Note: some customers have had an easier time setting up their online accounts using a desktop computer instead of a mobile phone.)



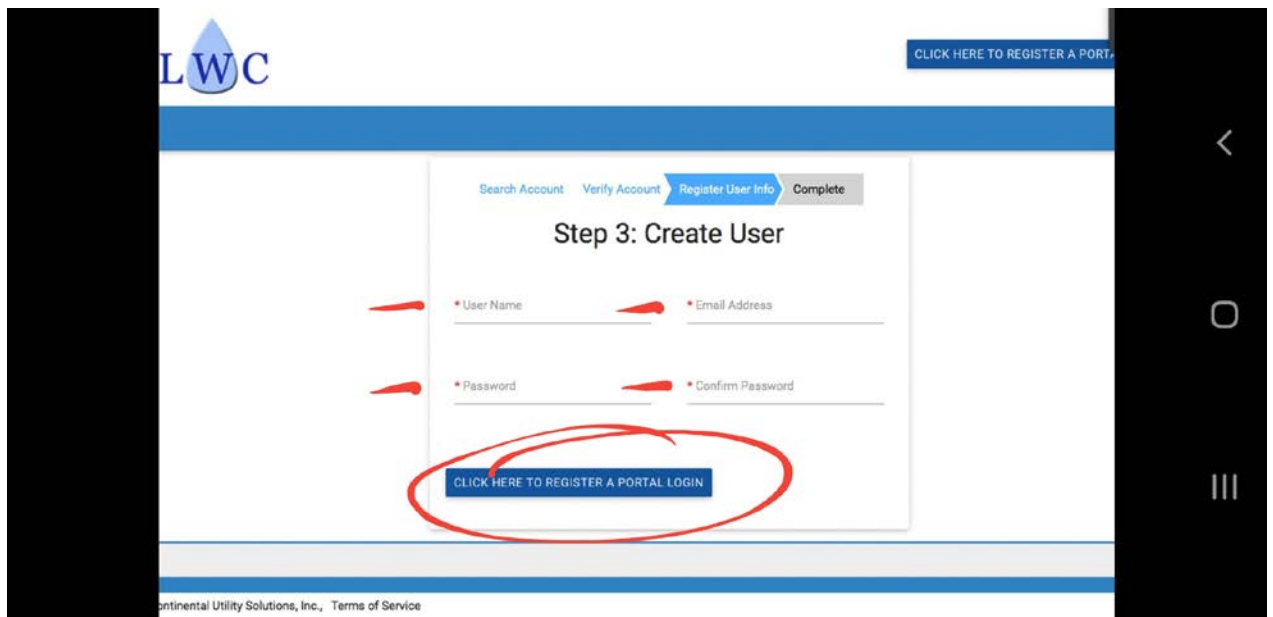
2. On the next screen enter your account number as shown on your bill in the Account Number blank (screenshot 2). Your account number is the four-digit Water Account Customer Number that is located on your water billing statement in the box below the dashed perforation line.



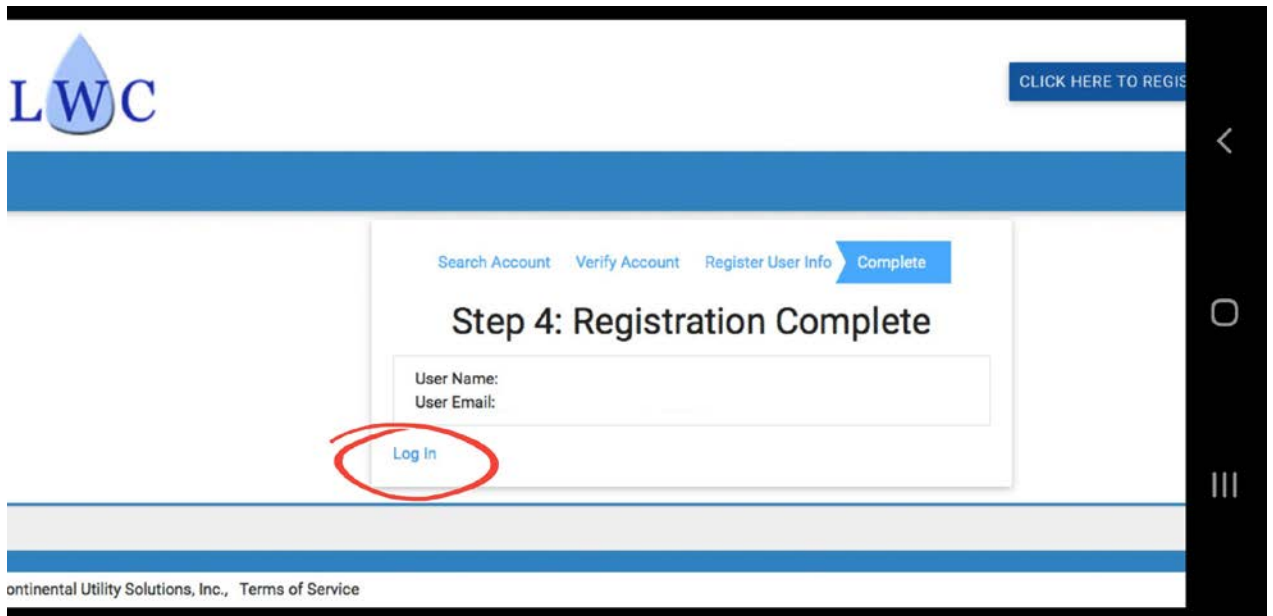
3. On the same screen, enter your phone number associated with the account – include your area code and do not use parentheses or dashes. Now click the “SEARCH” button on the right side of the screen (also screenshot 2) (Note: it may take a minute or two to search this information).
4. Next, verify that account information shown is correct by clicking the dark blue button “YES, THIS IS MY ACCOUNT” (screenshot 3).



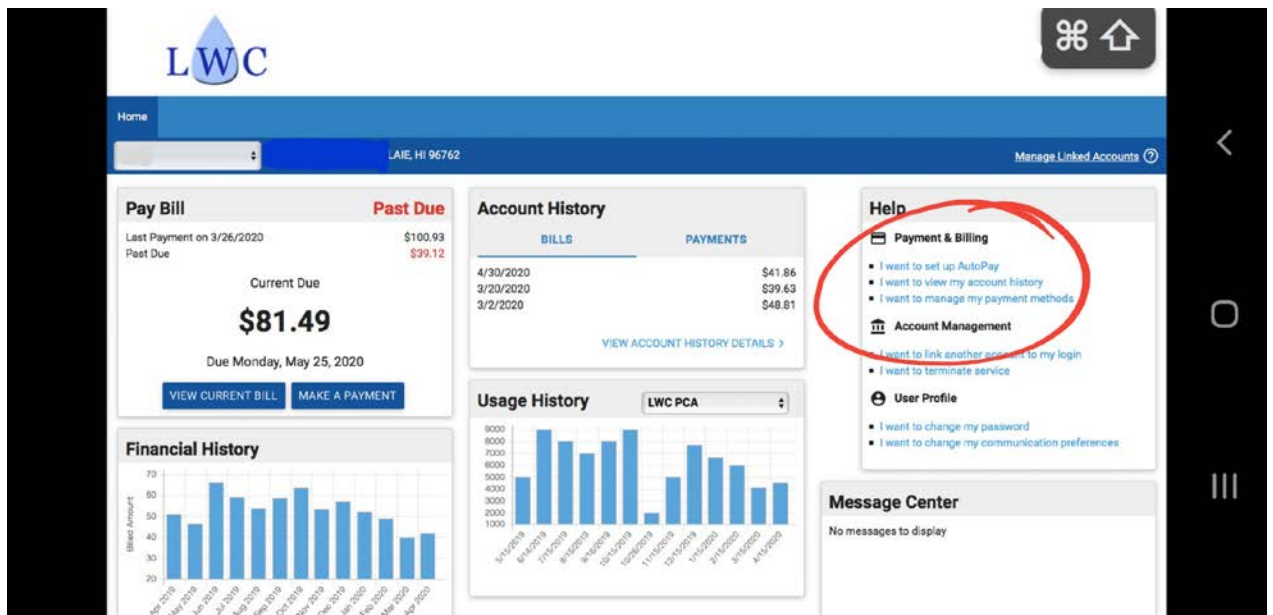
5. Now, create a User profile by entering in your preferred user name, email address, a password, and a password confirmation (screenshot 4).



6. Once accepted, the website will acknowledge that your Registration is Complete (screenshot 5). You may now Log in using your User Name and Password, and clicking the “LOG IN” button.



7. You should now be able to see your account “dashboard”– including your Usage History, Account History, Financial History, and the bill amount now due. On the right-hand side of the screen are quick links for payment options and account management tools.



Please contact us at 293-7017 should you have any questions or need assistance.

Sincerely,

Laie Water Company