



New payment options now available

In 2013 Medford Water Commission made the switch to a new billing system, this was a major upgrade from our old homegrown system that allowed us to provide additional service to our customers. One of the areas that was still in need of improvement was our online payment options. Customers have been asking for more options which we were unable to offer with our current payment solution.

Medford Water has partnered with Invoice Cloud to process our Credit Card and e-Check payments. By working with Invoice Cloud we will now offer additional online services such as

- Setting up Recurring Credit Card and e-check payments online
- Scheduling your payment date
- Enhanced eBilling notifications
- Text notifications

These new services are expected to roll out during the first week of July, 2018. We will also be migrating our customers who are currently enrolled in an Automatic Payment Plan (APP) over to Invoice Cloud.

Our current Customer Service website will for the most part remain unchanged; however, you may notice that there are a few new options available to you once you have logged into the site.

Make a Payment

This link will take you to the Invoice Cloud payment page. From here you can view your open invoices (bills), see your payment history, and make a payment using a Credit card or e-check. If you are a customer with multiple accounts you will be able to select which accounts you would like to pay.

Update / View Payment Methods

Clicking on this link will allow you to add or change the payment methods for your account. You can add or edit a Credit Card or e-check account.

Auto Pay settings

This link allows you to sign up for and manage automatic payments using your Credit Card or Checking account. Once on this page you have the option to setup Recurring Scheduled Payments and Text notifications by clicking on the "My Profile" link at the top of the page.

Paperless Billing Settings

Paperless billing allows you to sign up for electronic paperless billing for your account. If you have multiple accounts you can enroll those as well. Once signed up you will receive an email notification when you have a new bill available.

Frequently Asked Questions

Why did you partner with Invoice Cloud?

Our current online payment options are limited to one-time payments using a Credit Card. Over the years we have seen an increase in the number of requests from customers to be able to provide additional payment options. Invoice Cloud has experience working with our billing software and was able to provide the additional services requested.

Is my Data secure?

Yes, Invoice Cloud is a secure site that processes payments for about 15,000 companies. Invoice Cloud also meets the security standards required for Credit Card Processing known as Payment Card Industry Data Security Standard (PCI – DSS)

Will I need to reregister my account?

No. If you are already registered on our website, you are all set. Your account is already linked with Invoice Cloud.

Do I need to register with Invoice Cloud?

No, when you register on our site your account is linked to Invoice Cloud. You will only need to log into our site (<https://services.medfordwater.org>) to manage your account.

Are there any fees to use this service?

No we do not charge any fees to use the service.

What payment methods can I use to pay my bill?

We can accept payments with a Debit or Credit Card or via e-check by using your Checking Account.

My account is already set up on an Automatic Payment Plan (APP) through my checking account, what has changed?

During the conversion process we migrated the APP accounts over to Invoice Cloud. Your payment will still be withdrawn from your account the same as before.

How do I manage / update my Automatic Payment Plan if I am already enrolled?

If you are not already signed up on our website you will need to create an account. Once this is done (or if you are already signed up) you can manage your payment options by clicking on the “Update / View Payment Options” link from the website.

Who do I contact if I have questions?

We can be reached by email at customerservice@medfordwater.org or by phone at 541-774-2430 during regular business hours.