- 1. Open up a web browser
- 2. Go to the following link: https://dpw.lacounty.gov/mywam
- 3. If you don"t have your new Account # and Customer #, click on the link <u>"here</u>" (see screen shot below). If you know your new Account # and Customer #, skip to Step 7.

| dpw-lo | acounty • gov | | About DPW Contact |
|--------|--|--|---------------------------|
| pw | Waterworks Districts | | Champ and |
| | my WAN | MyWAM (My Waterworks Account Manager) provides easy, instant access to your waterworks account. Two easy steps to get started: 1. Locate your may Account Number & Customer Number by clicing here. 2. Register below to set up your User Name and Password to log into MyWAM. | 🛞 • Home <u> </u> Contact |
| | Q User Name: ♀ Password: □ Remember Logi Register Forgo | | |

4. Fill out the four fields (last name, street address number, zip code, and phone #) to look up your new Account # and Customer #.

| lacour | About DPW Resources Contact Us |
|------------|--|
| p w | Department of Public Works |
| | Resident "Business "Government |
| With | New Account Number & Customer Number Look-Up te new MyWAM (My Waterworks Account Manager) system, we have gone to a new Account Number & Customer Number scheme, which will appear on your next water bill. In the meantime, enter your info below and we will provide your new Account Number & Customer |
| | Number for you to register for MyWAM. |
| | (All fields required) Lost Name: |
| | Street Address: (/lumbers only) |
| | Zip Code: |
| | Phone Number: (10 digits, including area code; no dashes) |
| | Search |
| | Back to Walerworks Home Page |
| | |

5. Write down your new MyWAM Account # and Customer #. This info will be used to register for a new MyWAM online account.



6. You can also find your new Account # and Customer # on your new water bill (see bill image below)

| | COUNT OF LOS ANGELES |
|---|---|
| Understanding Your New Water Bil | PUBLIC WORKS |
| <image/> <complex-block></complex-block> | Bill at a glance: Summary of current charges and total amount due. New! Important messages from Waterworks. New! Use the new customer number to create a MyWAM* user profile. New! The new account number is linked to the service address not the customer. New! Bill shows detailed service charge activity. |
| *Accounts with a PAST DUE BALANCE may be subject to shut-off at anytime. Detach Here Image: Detach Here LOS ANGELES COUNTY DEPARTMENT OF PUBLIC WORKS WATERWORKS DISTRICTS Pay online at www.lacewaterworks.org Image: Detack Here Image: De | New! Compare current water use to the previous year. |
| 2222 FREMONT AVE WATERWORKS DISTRICTS 2222 FREMONT AVE PO BOX 512150 LANCASTER CA 93551 LOS ANGELES, CA 90051-0150 | →● Return Payment Portion |

7. Click the "Register" link (see screen shot below).

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| OW Waterworks | | | Constant . |
| | My WAN | MyWAM (My Waterworks Account Manager) provides easy, instant access to your waterworks account. Two easy steps to get started: 1. Locate your new Account Number & Customer Number by clicking <u>here</u> . 2. Register below to set up your User Name and Password to log into MyWAM. | 💿 Home <table-cell> <table-cell> Contact</table-cell></table-cell> |
| | © User Name © Password: Remember Lo Register Force | Login | |

8. Fill out <u>all</u> the information in the fields. Enter your new Account # and Customer #. You can also register to receive electronic bills by selecting "True" next to question: "Receive eBills?" <u>By</u> selecting eBill, you will **not** receive paper bills in the mail.

MyWAM Registration

*Note: Please enter all required information below to register for a MyWAM account. Once you have registered, you will receive an email containing a link and unique Verification Code. That email is legitimate and will be sent from: "donotreply@dpw.lacounty.gov". Click on the link to login and complete your registration.

Locate your new Account Number & Customer Number by clicking here.

| All fields marked with a red arrow | are required. | | | | |
|------------------------------------|----------------|---|--|--|--|
| 🚱 User Name: | jdoe | 0 | | | |
| First Name: | John | 0 | | | |
| Q Last Name: | Doe | 0 | | | |
| 🕢 Display Name: | John | 0 | | | |
| email Address: | jd@gmail.com | 0 | | | |
| 🚱 Confirm Email: | jd@gmail.com | 0 | | | |
| Enter a password. | | | | | |
| @Password: | •••••• 🗘 | | | | |
| Confirm Password: | •••••• (3 | | | | |
| Q Customer Number | 0010000 | 0 | | | |
| Account Number | 0400000 | 0 | | | |
| Receive eBills? | ⊙ True ○ False | | | | |

By signing up for eBill, you will receive an email when your water bill is ready. Upon logging into MyWAM, you can choose from current or historical bills to view, save, or print.

This will discontinue the mailing of water bills; you will no longer receive paper bills. You can always change your preference in MyWAM.



9. Upon successful registration, you will receive the following message below.



10. You will also receive an email similar to the one below. This email contains your Password, and Verification Code. Click on the link contained within the email to login and complete your registration. Use the "Make A Payment" feature to pay your water bills online via eCheck or Credit Card.

| C) | 📕 🤊 😈 🔺 🌳 💁 🛱 🔵 🔻 My Waterworks Account Manager ("MyWAM") New User Registration - Message (💶 🗖 | x | | |
|--|---|---|--|--|
| | Message Adobe PDF | 0 | | |
| Reply | Image: Constraint of the second state of the second sta | | | |
| Extra I | ne breaks in this message were removed. | | | |
| From: To: | donotreply@dpw.lacounty.gov Sent: Wed 09/14/2011 7:35 / Yip, Ken | M | | |
| Cc: | | | | |
| Subject: | My Waterworks Account Manager ("MyWAM") New User Registration | - | | |
| *** | THIS IS AN AUTO GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS EMAIL*** | 1 | | |
| Dear | test1, | | | |
| This email confirms that you have successfully registered to My Waterworks Account Manager ("MyWAM"). Please save this email for future reference. | | | | |
| Please use the Verification Code provided below and follow this link to complete your registration: | | | | |
| http | https://cislink.dpw.co.la.ca.us/default.aspx?ctl=Login&username=test1&verificationcode=0-16802 | | | |
| Mywa | ■ MyWAM URL Address: cislink.dpw.co.la.ca.us Verification Code: 0-16802 | | | |
| Than | Thank you for registering to use MyWAM. | | | |
| For | For additional assistance, please contact us at (877)637-3661. | | | |
| *** | *** THIS IS AN AUTO GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS EMAIL*** | | | |
| | | | | |
| | | | | |
| | | • | | |

Note: The Verification Code must be entered the first time you login to MyWAM. This completes the registration process and the code is no longer needed.

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| Waterworks Districts | and the second |
| instant access to Two easy steps to VARM 1. Locate by click 2. Registe | rour new Account Number & Customer Number |
| User Name: jdoe Password: Verification Code: 0-225 | Login |
| Register Forget Password 2 | Login 🚅 |

Use the "Make a Payment" feature to pay your water bills online via eCheck or Credit Card.

| dpu | u•la county •gov | | | CITY OF PALMDALE (Tuesday | About DPW Contact Us |
|-----|--|--------------------------|--|--|------------------------|
| ρ | Waterworks Dist | | Customer/Account #: 0030388 - 34188429 UNSECURED CONSTRUCTION PALMDALE CA 93651 Balance: \$280.34 Due Date: 2/6/2011 | | Cattorial D |
| ~ | Main | | Account Status : Active | | 🖗 Home 🛛 🔀 Contact |
| | List Accounts | | | | |
| 1 | Change Profile | Bill Date: | 1/11/2011 | Customer Account Number: | 34168429 |
| 100 | Account Options | Bill Due Dat Balance: | te: 2/5/2011 \$280.34 | Customer Number: | 0030388 |
| 1 | Billing History | Datance. | \$200.54 | | |
| | Meter Reading History Usage History | Terms of Pa | ayment | | |
| | Transaction History | To make a p | ayment, please read and accept th | he Terms of Payment below. | |
| | Online Services | | TERMS OF PA | YMENT | |
| Q | Make a Payment | | (eCheck/Credi | _ | |
| 3 | Auto Pay | BEFO | ORE YOU CAN USE OUR S | | |
| -5 | Move In | OBTAIN | N YOUR AGREEMENT TO | THE FOLLOWING TERMS | |
| | Move Out | | | the online payment service ("Online | |
| 80 | FAQ | Works ("DPV | N", "we", "us" or "our") via DPW's | ngeles County Department of Public website ("Site"). The Online ability to make payments online by | - |
| | | | ad and agreed to the Terms of Pay | | |
| | | Please ente | er your Password to confirm you | ir agreement. | |
| | | | | | |
| | | Cancel | Next | | |
| | | Calicer | (INEXE | | |
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| | | | | | Logoff / Signoff |