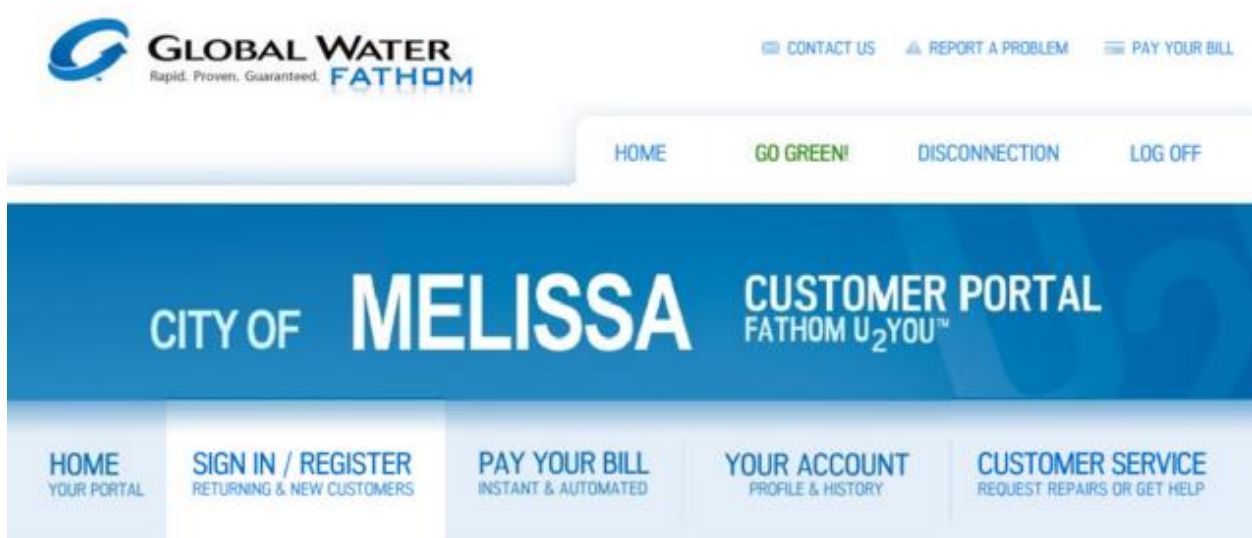


Sign up for an online account at: <https://melissa.gwfathom.com/Sign-In.aspx>

First time you will need your Customer – Account number which is on your bill and the phone number that is currently on file for your account. If you are not sure of this, please call Customer Care (M-F, 8am to 5pm) at: 855-266-4941 or you can email ub@cityofmelissa.com and we can assist you as well.



Sign In: Returning Users

Access Your Account
If you have previously registered your account with an email and password, sign in below. [Forgot User Name or Password](#)

Email

Email verified.

Password

Register: New Users

Sign-Up
If you have received your first bill you can register for an online account.
The first step is to locate your account:

Customer - Account Number
 -

Last 4 Digits of Phone Number

OR

Once you are registered, you can now view and pay your bill; sign up for Automatic payment options and paperless billing and more!

Want to pay your bill online but not registered yet? No problem!

Visit: <https://melissa.gwfathom.com/Pay-Bill.aspx>

You will need your Customer – Account number from your bill to make payment online

The screenshot shows the 'Pay Your Bill' interface for the City of Melissa. At the top, there is a navigation bar with the Global Water Fathom logo and links for 'CONTACT US', 'REPORT A PROBLEM', and 'PAY YOUR BILL'. Below this is a secondary navigation bar with 'HOME', 'GO GREEN!', 'DISCONNECTION', and 'LOG OFF'. The main header features 'CITY OF MELISSA' and 'CUSTOMER PORTAL FATHOM U₂YOU™'. A central menu contains five options: 'HOME YOUR PORTAL', 'SIGN IN / REGISTER RETURNING & NEW CUSTOMERS', 'PAY YOUR BILL INSTANT & AUTOMATED' (which is highlighted), 'YOUR ACCOUNT PROFILE & HISTORY', and 'CUSTOMER SERVICE REQUEST REPAIRS OR GET HELP'. The main content area is titled 'Pay Your Bill: Step 1 of 5' and 'Locate Your Account'. It prompts the user to 'Enter the account number you want to pay.' and provides a form for 'Customer - Account Number' with two input fields separated by a hyphen. A red error message below the first field reads 'Required. Enter your account number.' A blue 'LOCATE ACCOUNT' button is positioned at the bottom of the form. On the left side, a vertical list of five steps is shown, with Step 1 'Locate your account' selected and expanded.

Online payments may be made using:

- E-Check
- Credit/Debit Card (2.8% processing charge will be applied)

How do I find the PDF of my Bill?

Log in to your account at: <https://melissa.gwfathom.com/Sign-In.aspx>

Once you are logged into your account, select **"Billing History"** from the left navigation panel.

Your Account: Account Balance

Your account balance is **\$106.82**.
The account balance reflects the total amount owed on your account.

Your past due balance is **\$0.00**.
The past due balance reflects the portion of your account balance above that is past due.

Read Date: 10/27/2015 | Due Date: 11/16/2015

Service	Amount Billed
RUBBISH	\$10.32
SEWER	\$44.25
TAX	\$0.85
WATER	\$51.10
	\$106.82

[Pay Now](#)
[Sign Up for Automatic Payments](#)

Go Paperless!
Sign up for paperless billing and get your bill by email instead of regular mail.

Help the environment by conserving water and save money.
[Water Conservation Tips](#)

SAVE WATER SAVE MONEY

To view a PDF of your current bill: just double click on **the date that is underlined beneath where it says "bill date"** and a PDF will open up in another browser or pop up for download (depends on your browser settings)

Your Account: Billing History

Help the environment by conserving water and save money.
[Water Conservation Tips](#)

SAVE WATER SAVE MONEY

[Sign Up for Automatic Payments](#)

Bill Date	Due Date	Amount Billed
<u>10/27/2015</u>	11/16/2015	106.8200