



### A User’s Guide to Water EPay

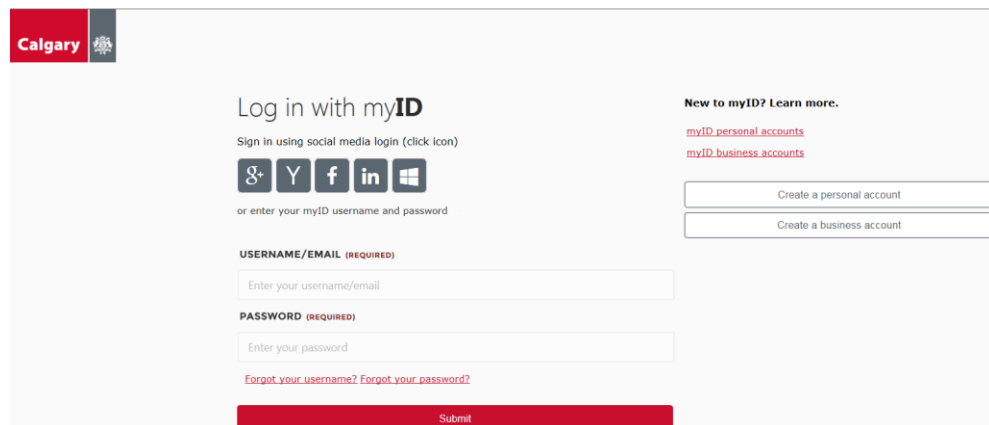
Water Resources/Water Services (Water) has implemented Water EPay for the acceptance of electronic payments for:

- Water Resources - Development Site Servicing Plans (DSSPs) – Small Format, Redevelopment Levy, and DSSP Inspection Packages and Fees.
- Water Services – two types of service disconnection fees, Standard Residential and Non-Standard Quoted.

#### How to Access the Water EPay Service – [epay.calgary.ca](http://epay.calgary.ca)

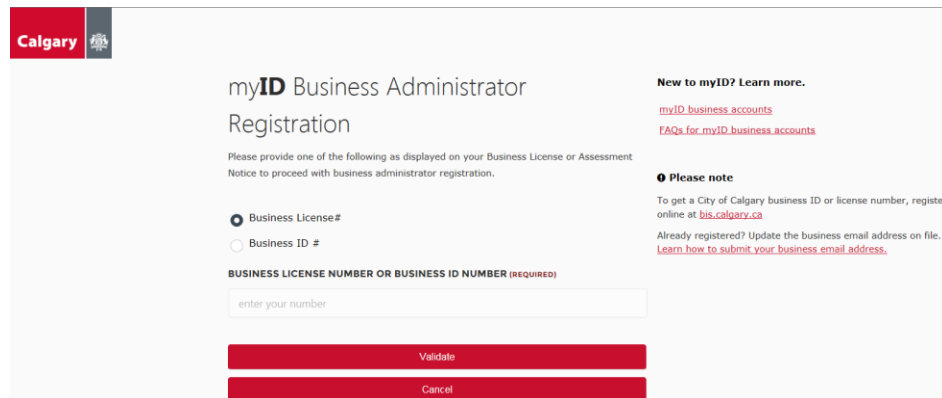
##### Step 1: Log in with myID

If business or property owners or other users already have a City of Calgary myID account, that same account can be used for Water EPay services by going to [epay.calgary.ca](http://epay.calgary.ca). If not, an account can be set up by creating a new business account or new personal account.



When creating a new account:

- Determine if the new account should be a personal account or a business account, and select the appropriate link on the right-hand side of the screen.
- The creation of a business account requires the following information, as indicated below.





The personal account creation screen is as follows:

The screenshot shows the myID login and account creation interface. It features a header with the Calgary logo and crest. The main heading is "Log in with myID". Below this, there is a section for social media login with icons for Google+, YouTube, Facebook, LinkedIn, and Windows. A note says "Sign in using social media login (click icon)". Below the social media icons, it says "or enter your myID username and password". There are two input fields: "USERNAME/EMAIL (REQUIRED)" and "PASSWORD (REQUIRED)". Below the password field, there are links for "Forgot your username?" and "Forgot your password?". At the bottom, there is a red "Submit" button. On the right side, there is a section titled "New to myID? Learn more." with links for "myID personal accounts" and "myID business accounts". Below these links are two buttons: "Create a personal account" and "Create a business account".

A confirmation email will be sent to the mail address provided with a temporary password from a no-reply account. If you do not see it in your inbox, please check junk email. If the confirmation email is not seen within an hour, please re-register.

Dear Client,

Your City of Calgary myID online account with username **DARLENETEST** has been activated.

Temporary Password: **Cal659542**

Please note that passwords are case sensitive.

When you login for the first time, you will be prompted to change the password. Also, you will be able to pick your security question(s) in order to recover passwords in the future.

[Login to myID now >](#)

Note: This is a system generated email. Please do not respond to this email.

The City of Calgary



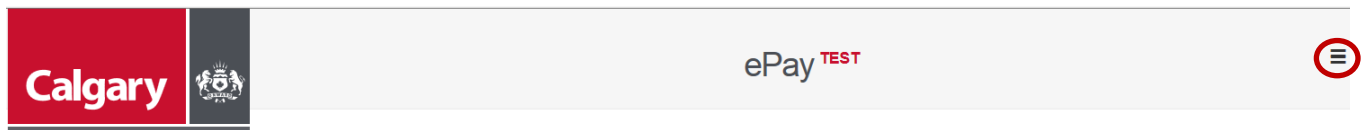
### Step 2: Change the myID Temporary Password and Accept the Account

The email you will receive from The City contains a temporary password.





- Click on the login link provided in the email. Once you are logged in, you will be asked to change your password. Copy and paste the temporary password, and then create a new password and answer at least one security question.
- Passwords are case sensitive and must contain at least six characters.
- Click “Validate”.
- A display will appear confirming the password was successfully changed.

### Step 3: Accessing Water EPay

Once the ID and password are established, Users can then access the system, select the service, and enter payment information. EPay accepts all major credit cards and debit cards.



## Please Enter Your Payment Information:

Business Unit:	<input type="text" value="--Please Select--"/>
Division:	<input type="text"/>
Service:	<input type="text"/>
Amount \$:	<input type="text"/>
Order #/Applicant #:	<input type="text"/>
Payment Method:	<input type="radio"/> Credit Card <input type="radio"/> Debit Card
	   
	<input type="button" value="Clear"/> <input type="button" value="Pay"/>

- Business Unit: Select Water Resources or Water Services from the dropdown menu.
- Division:
  - Infrastructure Planning – Development Approvals for Development Approvals.
  - Infrastructure Delivery – Inspection Services for Inspection Services.
  - Drinking Water Distribution – Operational Performance for Service Disconnections
- Service: Service items are divided by the Division/Section responsible for the approval or the inspection. Please see below for the services offered by respective Sections.



- Infrastructure Planning - Development Approvals service items:

Service	Price	Special Instructions
DSSP – Small Format	\$219	When the item is selected, the price will appear.
Storm Redevelopment Levy	TBD (\$0)	Applicants are to contact Development Approvals to determine the price.

- Infrastructure Delivery - Inspection Services service items (all Inspection Services prices will default when selected):

Service	Price
Site Type (a) Base Fee: Sewer main <= 200 m, water service diameter <= 50mm - 3 Inspections	\$947
Site Type (a) - Additional Fee: 1 Inspection	\$315
Site Type (a) - Additional Fee: 3 Inspections	\$945
Site Type (a) – Additional Fee: 5 Inspections	\$1575
Site Type (b) - Base Fee: Sewer main <=200m, water service diameter > 50mm; 10 Inspections	\$1846
Site Type (b) - Additional Fee: 1 Inspection	\$116
Site Type (c) - Base Fee: Sewer main > 200m, water service diameter > 50mm - 11 Inspections	\$1368
Site Type (c) - Additional Fee: 1 Inspection	\$116
Site Type (b) or (c) – Additional Fee: 1 Inspection	\$116
Site Type (b) or (c) – Additional Fee: 3 Inspections	\$348
Site Type (b) or (c) – Additional Fee: 5 Inspections	\$580
Site Type (b) or (c) – Additional Fee: 7 Inspections	\$812
Site Type (b) or (c) – Additional Fee: 9 Inspections	\$1044
Site Type (b) or (c) – Additional Fee: 11 Inspections	\$1276
Site Type (b) or (c) – Additional Fee: 13 Inspections	\$1508
Site Type (b) or (c) – Additional Fee: 15 Inspections	\$1740

- Drinking Water Distribution – Operational Performance service items:

Service	Price	Special Instructions
Service Disconnection – Standard Residential	\$4250	When the item is selected, the price will appear.
Service Disconnection – Non-Standard Quoted	TBD (\$0)	Applicants are to contact Operational Performance to determine the price.

- Amount \$:
  - Set price items will automatically populate in this field once the Service Item is selected.
  - Items that are not set in price will be blank. Once the price for the service has been approved by the Section, the Applicant can type in the amount.
- Order #/Applicant #
  - This is a **mandatory** field for all service item purchases. Applicants are to:
    - For Development Approval and Inspection Services service items, Applicants are to type in the approved DSSP number in its proper format: DSSPXXXX-XXX-X (e.g.,



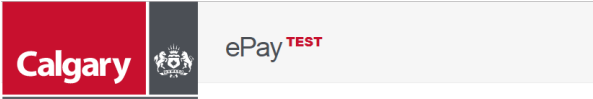
DSSP2016-123-1). If there is only an approved DP, then type in the DP number. Having a DP number may occur for some Inspections packages. Failure to provide the appropriate information may result in a rejection of the submission.

- For Operational Performance service items, i.e., Service Disconnections, the Applicant is type in the SR number in its proper format: SRXXXXXXX (e.g., SR0646024).

- Payment Method:
  - Select either credit card or debit card, then select “Pay”.
  - If an error is made when entering information, Users can select “Clear” and commence the selection process again.
  - Once all fields are filled in, the next screen will appear.

- Card Type: Select the appropriate card type from the dropdown menu.
- Once all information is entered, select Submit.
- A new page will appear indicating success and a transaction number.
- If another service would like to be purchased, select “Return to Payment Page” and commence the process again.

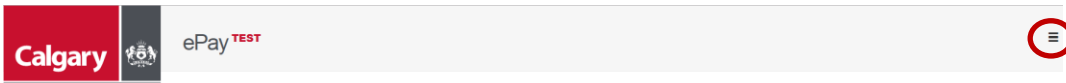
*EPay allows the User to save login information and passwords, and credit card information. All information is secure.*



Payment Successful. Confirmation #: 89720

[Return to Payment Page](#)

### How to View Transactions



Please Enter Your Payment Information:

On the Payment Information page on the righthand side of the screen, EPay offers a menu on the right-hand side of the page. For illustration purposes, it is circled in red, above.

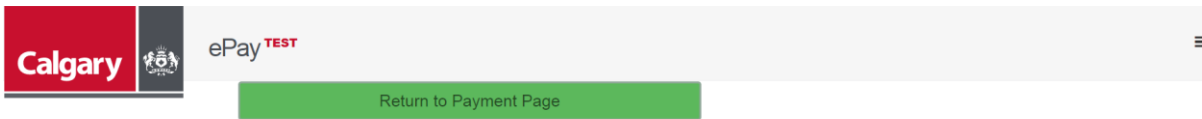
Once selected, available options are:

- Close Menu
- Make Payment
- Payment History
- Sign Out

### Payment History

NOTE: All payments listed are test payments and are not “real.” This is being provided for illustration purposes, only.

Payment history will show a record of all Water EPay transactions. All information is secure and is accessible only to the account holder.



### Payment History

Date	Amount	Service	Result	OrderNumber
2018-04-16 15:51	\$947.00	Site Type (a) Base Fee: Sewer main <= 200 m, water service diameter <= 50mm - 3 Inspections	CANCELLED	DP1245-123-1
2018-04-16 15:41	\$947.00	Site Type (a) Base Fee: Sewer main <= 200 m, water service diameter <= 50mm - 3 Inspections	CANCELLED	DP2015-1234-1
2018-04-16 15:41	\$947.00	Site Type (a) Base Fee: Sewer main <= 200 m, water service diameter <= 50mm - 3 Inspections	APPROVED	DP2015-1234-1
2018-04-16 09:44	\$947.00	Site Type (a): <= 0.5 Ha (3 inspections)	APPROVED	DP2014-123-4

Once your transactions are completed, select the menu to Sign Out.



### Useful Links

Water Development Approvals website: <http://www.calgary.ca/UEP/Water/Pages/Specifications/Submission-for-approval-/Development-Approvals-Submissions.aspx>

Water Services website: <http://www.calgary.ca/SitePages/cocis/Scripts/SubCategory-WaterServices-Grid.aspx>

Demolition Permit Guide: [Calgary.ca/demolition](http://www.calgary.ca/demolition)

POSEIDONOnline/VISTA: <https://vista.calgary.ca/>

### Contact Information

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[WA-ResourcesDevelopmentApprovals@calgary.ca](mailto:WA-ResourcesDevelopmentApprovals@calgary.ca)

Inspection Services  
[WaterUtilityInspections@calgary.ca](mailto:WaterUtilityInspections@calgary.ca)

Operational Performance  
[waterserviceplanning@calgary.ca](mailto:waterserviceplanning@calgary.ca)