



May 2018

Water ePay Issues Form

Please use this form for issues experienced with Water ePay. The form will be routed to the support team who will address the issue and contact the user, directly.

All information is required.

Date of Issue:

Company Name (if applicable):

Username:

User email:

User ID number:

Company ID number (if applicable):

Water ePay Service item being purchased:

Describe issue encountered:

Additional information (such as an image, etc., please attach to email)

Complete the form and email to ePay Support at: ePaySupport@calgary.ca.

NOTE: For City of Calgary myID related issues, information is available at:

<http://www.calgary.ca/cfod/it/Pages/myID-business-account-FAQs.aspx>