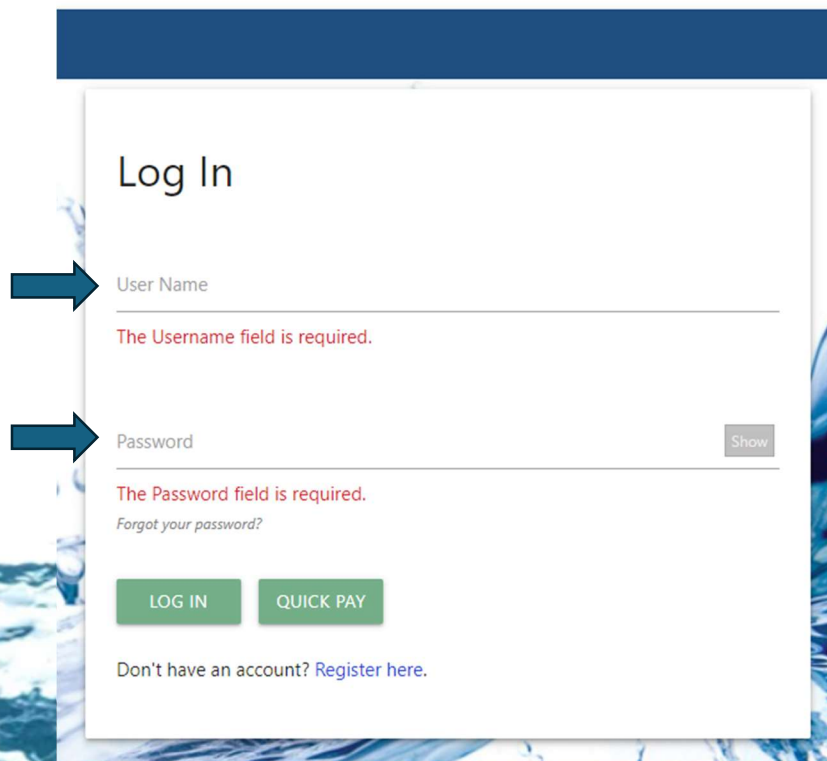


## Account Portal

- The online portal gives account information.
  - View current bills and history
  - Update credit card or banking information
  - Update communication preferences

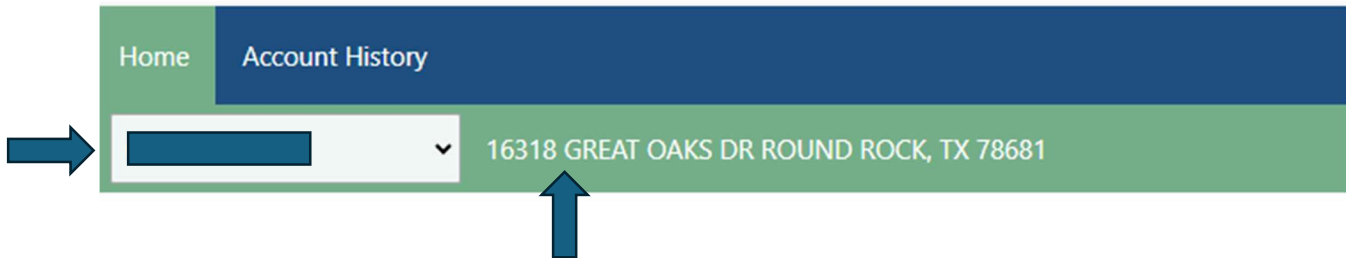
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- Select myBCMud Portal on the Pay Water Bill page, or click here.  
[myBCMud Portal](#)
- Login to the account portal.
  - To register for an account, select Register.
  - For a how-to guide for registering an account, see myBCWater account registration.

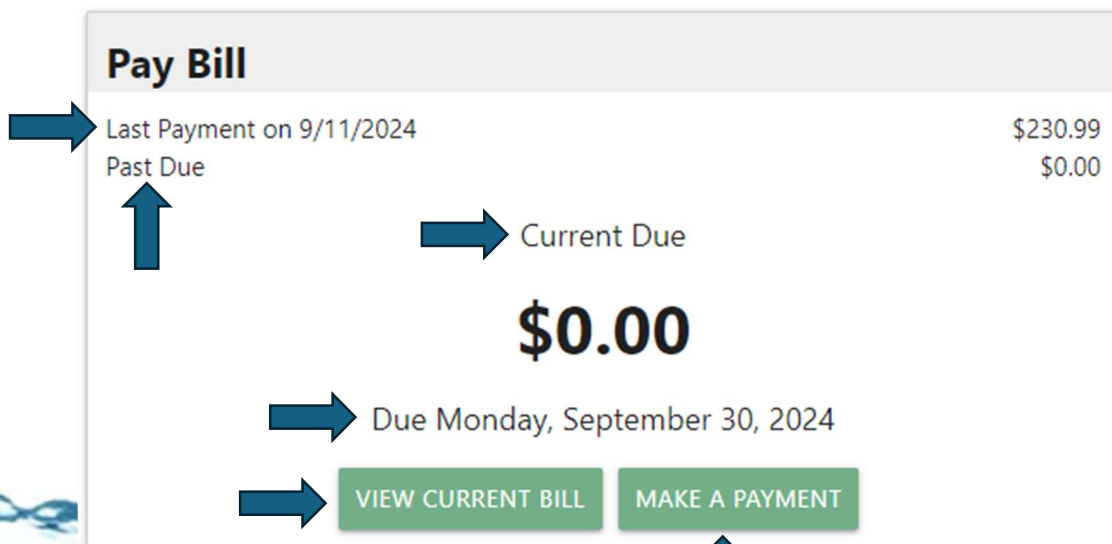


## Account Portal

- Verify the account number and address on the account in the top left corner.



- The Pay Bill feature shows:
  - The current balance due
  - Due Date
  - When the last payment was received
  - Any past due amounts
  - View your current bill/ statement
  - Make a payment



## Account Portal

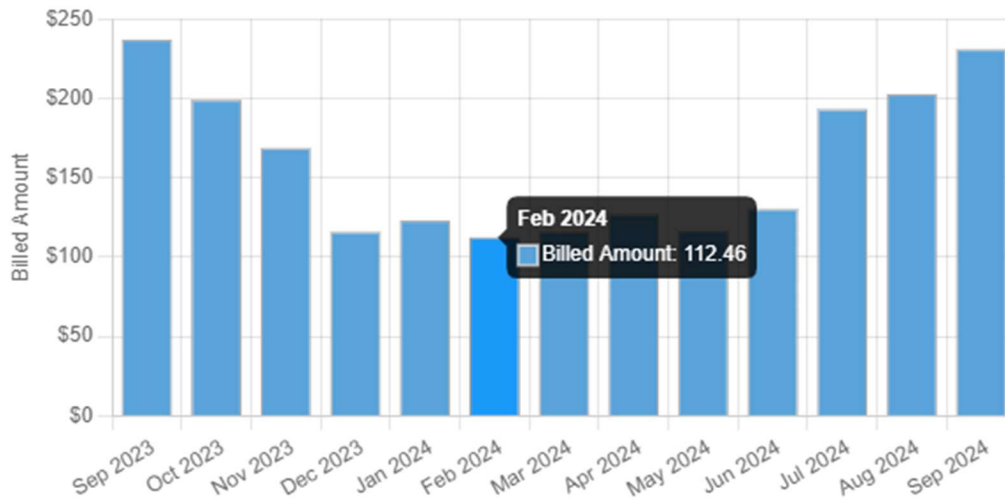
- The message center has current billing information.

### Message Center

Allow 14 business days prior to the Bill Due Date when setting up Recurring Credit or Debit Card payments. Allow 14 business days prior to the Bill Due Date when setting up New Direct Draft account. - If using a Credit or Debit Card, the payment will be charged five business days prior to the due date. - If using a Checking Account, the payments will be drafted on the bill due date. - Draft payments are processed three business days prior to the bill due date. - Any changes made to an existing account after the draft payment has been processed will incur a \$30 NSF fee. - There is NO Convenience Fee for AutoPay payments.

- Financial History gives a snapshot of billing for the past year.
  - Hover over each bar and it will display the amount billed.

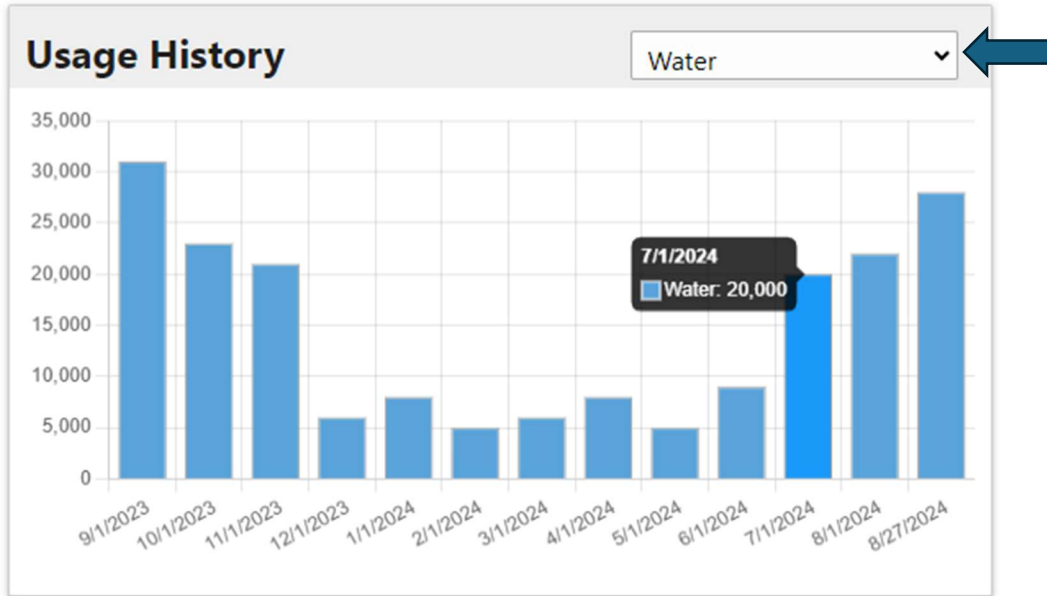
### Financial History



Charges from 8/14/2023 through 9/14/2024

## Account Portal

- Usage History gives a snapshot of usage for the past year.
  - Hover over each bar and it will display the amount used.
  - There is an option to switch from water to sewer.



- Account History will show the previous 3 months' bills and payments.
  - Select the view account history, this will display one year's history of billing and payments.

The Account History table shows the following data:

Date	Amount
9/3/2024	\$230.99
8/1/2024	\$202.65
7/2/2024	\$193.20


Navigation: [BILLS](#) (selected), [PAYMENTS](#), [VIEW ACCOUNT HISTORY DETAILS >](#)

## Account Portal

- Manage Accounts is in the top right corner.
  - This option is available to customers that have multiple accounts.

## Manage Accounts

BRUSHY CREEK MUNICIPAL UTILITY DISTRICT ★

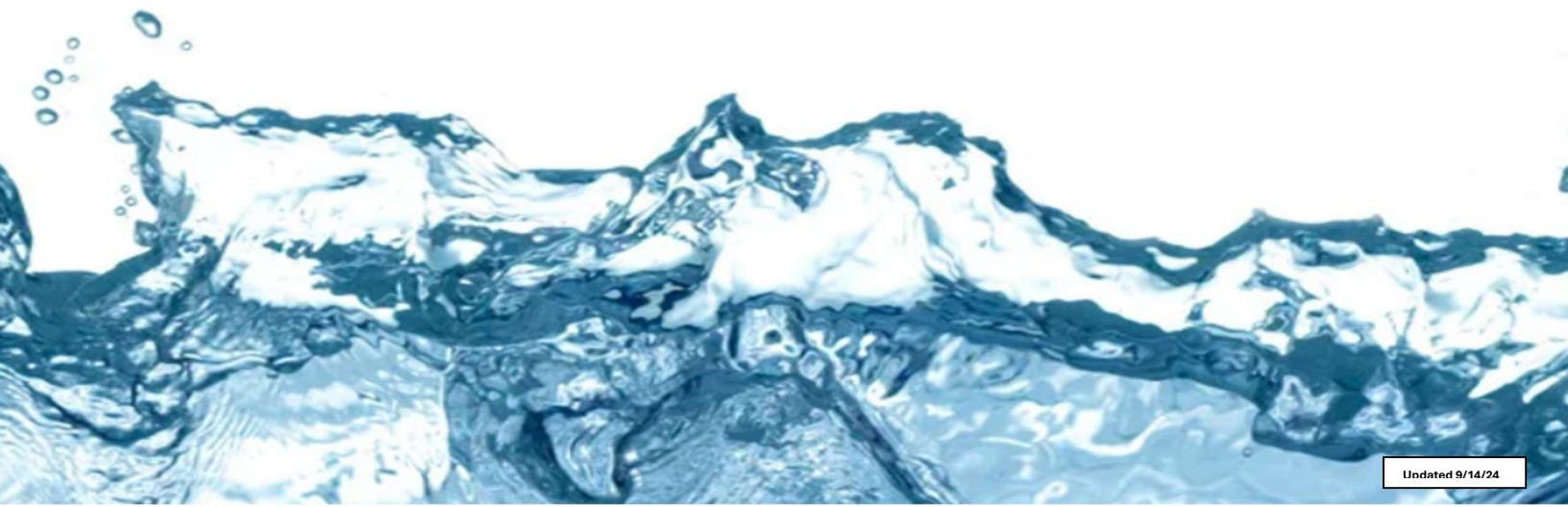
 Account Number [REDACTED]	Service Address [REDACTED]	^
Customer Name [REDACTED]	Balance \$0.00	

Location Number	[REDACTED]	Utility Status	Current
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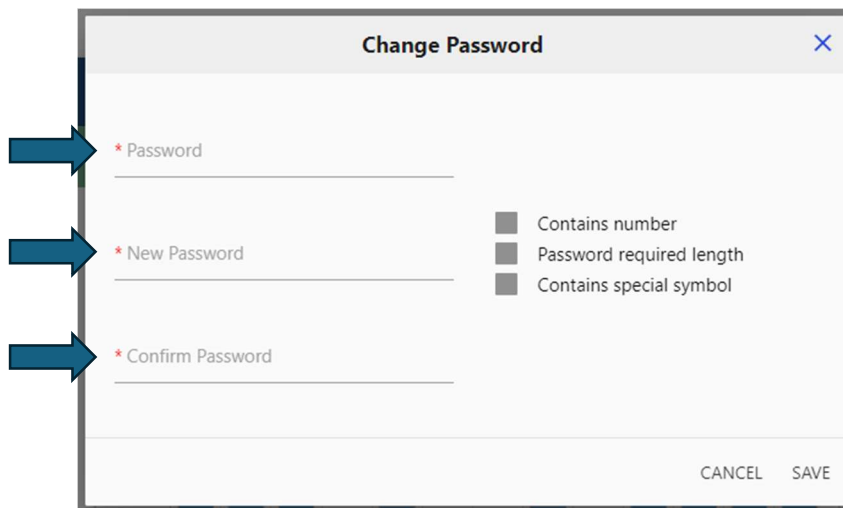
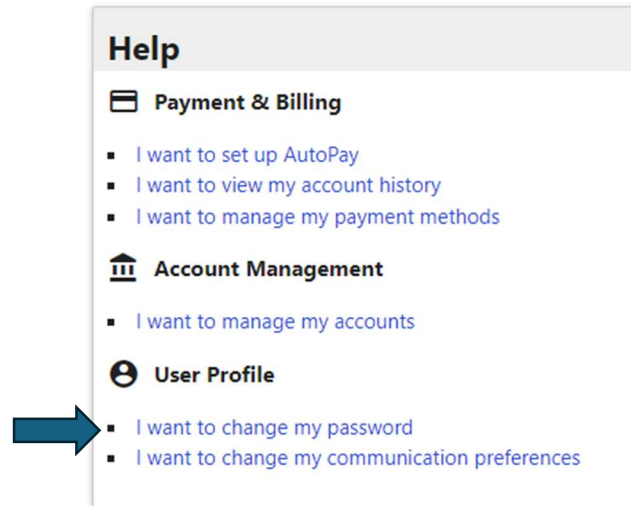
<a href="#">LINK NEW ACCOUNT</a>	<a href="#">SAVE</a>	<a href="#">CANCEL</a>
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- Under the Help section there are multiple links.
  - Payment & Billing:
    - Set up AutoPay
      - See myBCMudwater – Autopay Setup
    - View Account History
    - Manage Payment Methods
      - Manage credit cards on file
  - Account Management:
    - Manage multiple accounts
  - User Profile:
    - Change Password
    - Change Communication Preferences



## Account Portal

- To change a password:
  - Select the Change my Password option under the user profile.
  - A box will pop up to change the password.








## Account Portal

- To change communication preferences:
  - Select the Change my Communication Preferences.
  - Select Edit on any contact information.
  - Check boxes under Correspondence for communication preferences.
  - Select Save.

### Communication Preferences

#### Contact Information

 Billing Address	BC CUSTOMER SERVICE 16318 GREAT OAKS DR ROUND ROCK, TX 78681	▼ Edit
 Billing Email	[REDACTED]	▼ Edit
 Portal Email	[REDACTED]	▼ Edit
 Primary Phone	[REDACTED]	▼ Edit
 SMS Subscription	[REDACTED]	▼ Edit

➔ [SAVE](#)

#### Correspondence

Some communication preferences are made mandatory by your utility company.

*Print and email options are mutually exclusive*

	Email	RoboCall	Text/SMS	Printed
Statements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Delinquency	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payment Received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoPay Notices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NSF	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High Usage Notifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

➔ [SAVE](#) [RESET](#)