

# Set Up SMS/Email Notifications & Paperless Billing

## SMS Notifications

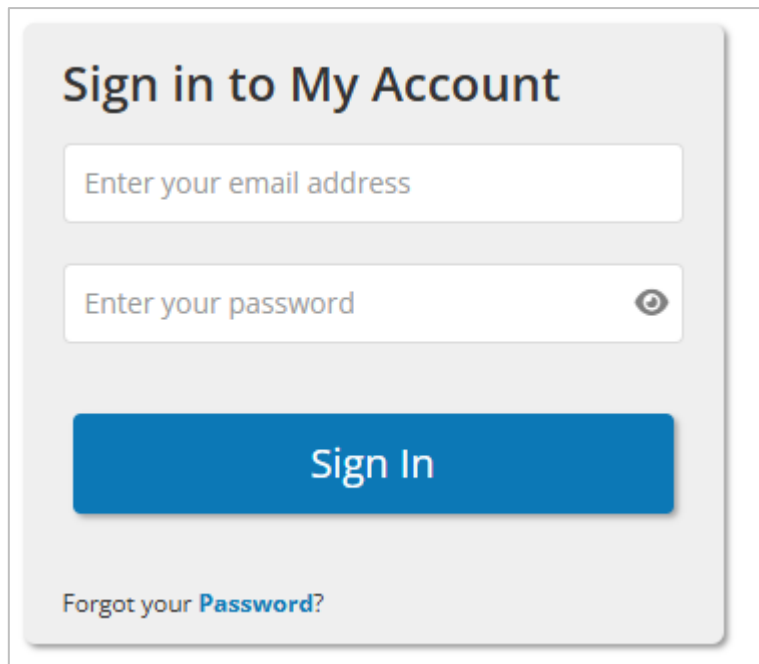
Set up SMS notifications to receive Account Activity, Payment and Billing information on your mobile device.

To set up your account for SMS notifications:

- Access My Account at our secure website [www.awwu.biz](http://www.awwu.biz) by clicking Pay/Login
- *For the best viewing experience on mobile device, simply turn it sideways (landscape mode).*



- Enter your unique **Username/E-mail** and Password. Click Sign In



Sign in to My Account

Enter your email address

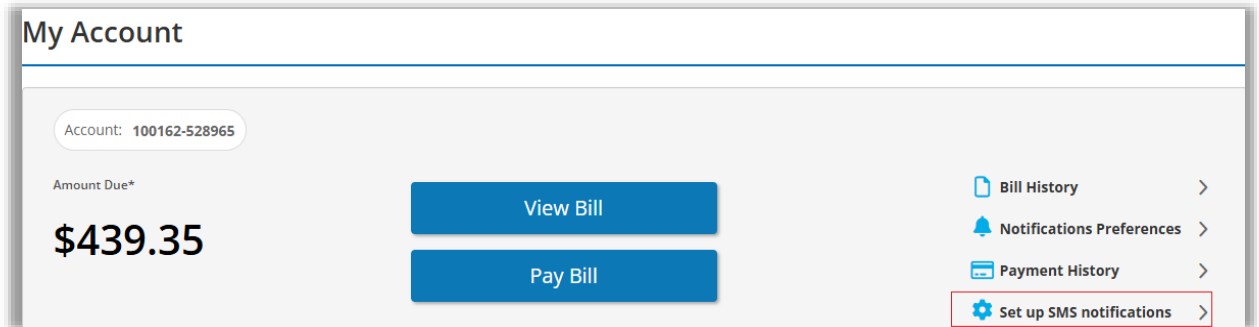
Enter your password

Sign In

Forgot your [Password?](#)

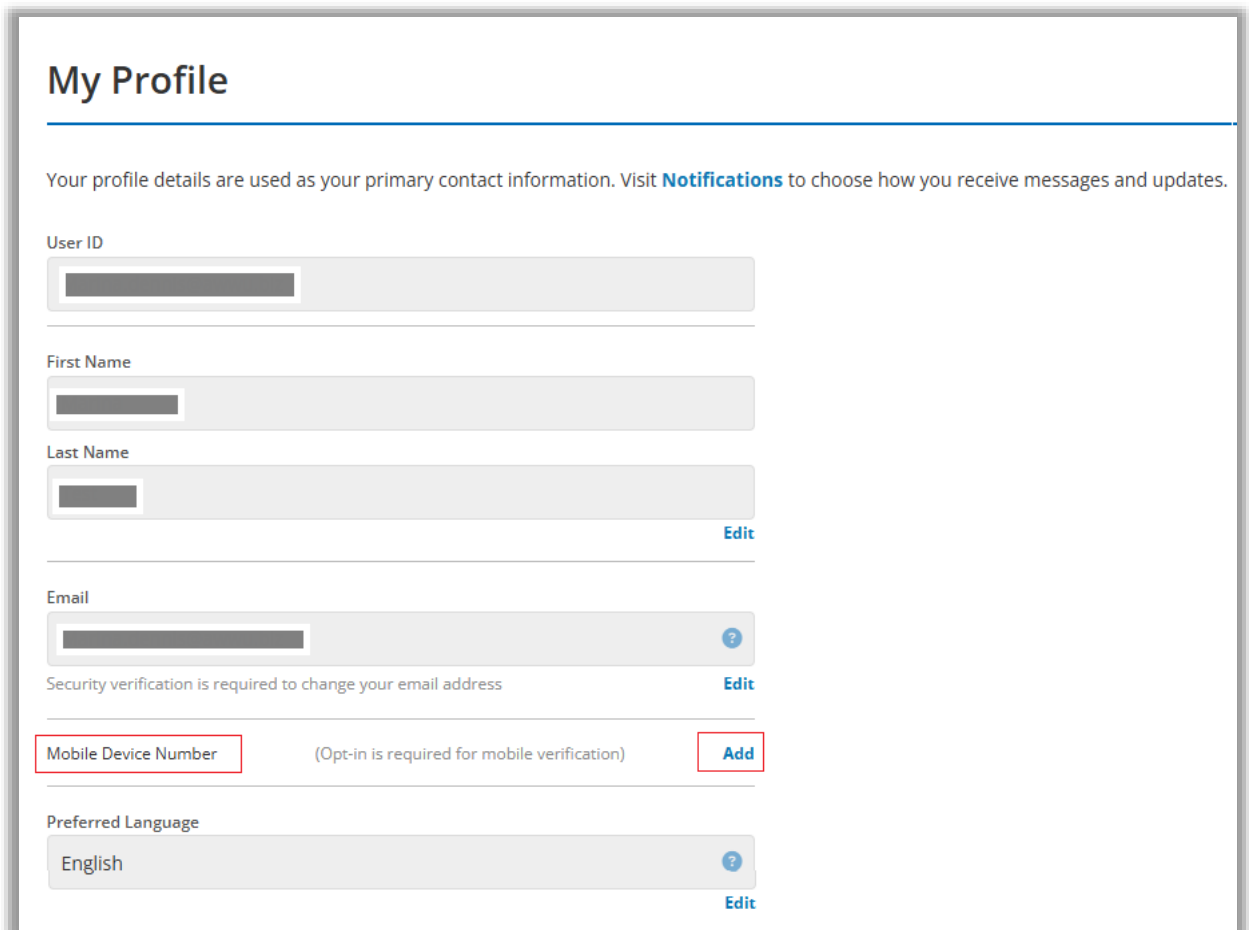
# Set Up SMS/Email Notifications & Paperless Billing

- Once you have logged in My Account, navigate to **Set up SMS notifications**



The screenshot shows the 'My Account' dashboard. At the top left, it says 'My Account'. Below that, the account number '100162-528965' is displayed. The amount due is '\$439.35'. There are two blue buttons: 'View Bill' and 'Pay Bill'. On the right side, there is a list of navigation options: 'Bill History', 'Notifications Preferences', 'Payment History', and 'Set up SMS notifications'. The 'Set up SMS notifications' option is highlighted with a red box.

- My Profile page allows you to add a **Mobile Device Number**. Click **Add**



The screenshot shows the 'My Profile' page. At the top, it says 'My Profile'. Below that, there is a message: 'Your profile details are used as your primary contact information. Visit **Notifications** to choose how you receive messages and updates.' The page contains several input fields: 'User ID', 'First Name', 'Last Name', and 'Email'. Each field has a placeholder and an 'Edit' button. The 'Mobile Device Number' field is highlighted with a red box and has an 'Add' button next to it. Below it, there is a note: '(Opt-in is required for mobile verification)'. The 'Preferred Language' field is set to 'English' and has an 'Edit' button.

## Set Up SMS/Email Notifications & Paperless Billing

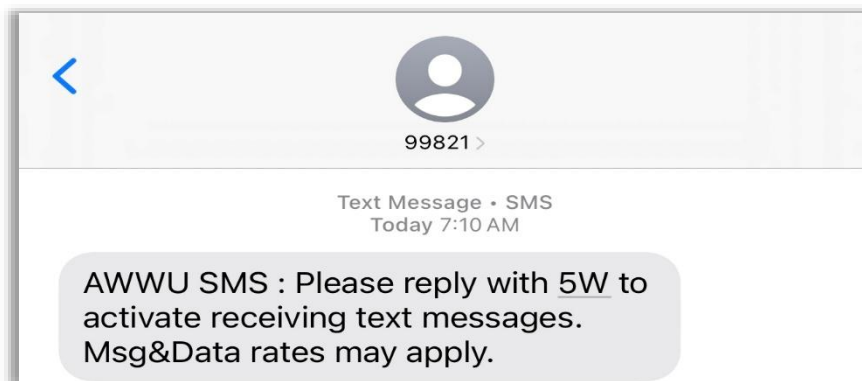
- **Add Text Phone** page allows you to enter a Mobile Device Number for SMS notifications.

The image shows two side-by-side screenshots of the 'Add Text Phone' form. The left screenshot shows the form with an empty phone number field and the 'Save' button disabled. The right screenshot shows the form with the phone number '9079999999' entered, the 'Opt-in' checkbox checked, and the 'Save' button enabled.

- Text Phone will be **Unverified** until it is validated.

The image shows a screenshot of the 'Mobile Device Number' section in the user interface. It features a text input field containing a greyed-out number. Below the field, there is a note: 'Opt-in is required for mobile verification'. To the right of this note is a 'Remove' button. At the bottom of the section, the status 'Unverified Resend' is displayed.

- Verification text will be sent to the mobile number you entered. You will not be able to receive SMS notifications until validation is completed.



## Set Up SMS/Email Notifications & Paperless Billing

- If the verification text is not received, you may request it to be resent.

Mobile Device Number

Opt-in is required for mobile verification [Remove](#)

Unverified [Resend](#)

- Once the verification text is validated, the mobile number is verified and may be used for SMS and account notifications.

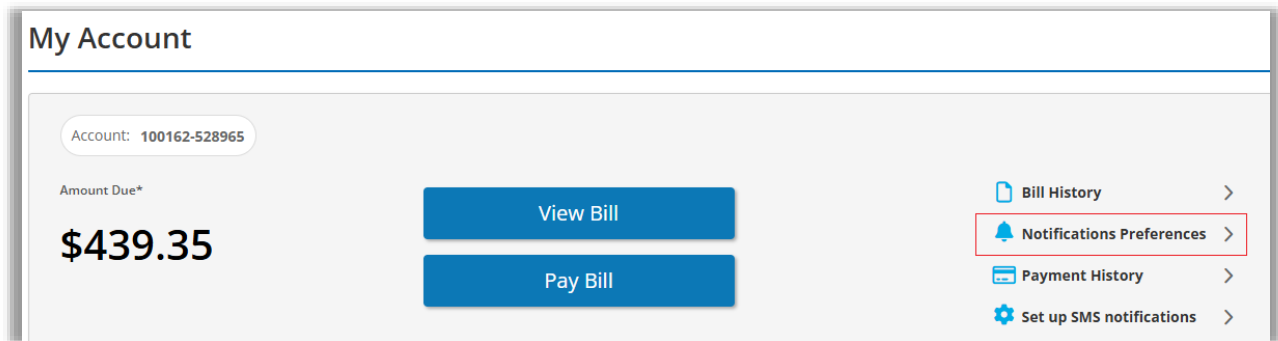
Mobile Device Number

Opt-in is required for mobile verification [Remove](#)

- *Profile Contacts may be added to receive SMS notifications on multiple mobile devices. To add a Contact, go to My Profile, Profile Contacts, Add Contact.*

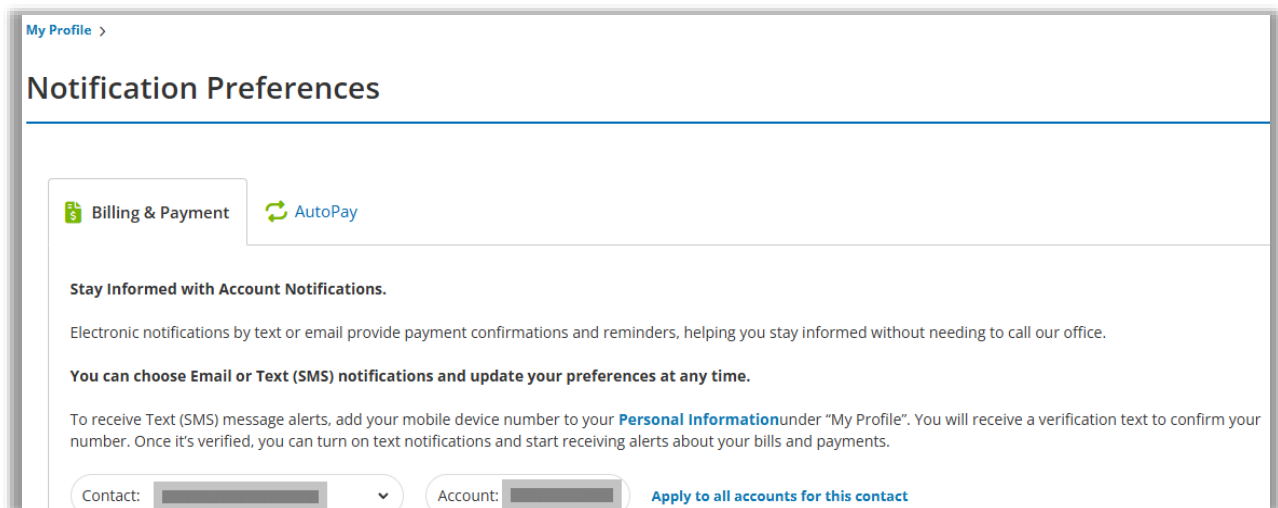
# Set Up SMS/Email Notifications & Paperless Billing

- To set up SMS/Email Notification Preferences, navigate to **Notifications Preferences**



The screenshot shows the 'My Account' page. At the top left, it says 'My Account'. Below that, the account number '100162-528965' is displayed. The amount due is '\$439.35'. There are two blue buttons: 'View Bill' and 'Pay Bill'. On the right side, there is a list of navigation options: 'Bill History', 'Notifications Preferences' (highlighted with a red box), 'Payment History', and 'Set up SMS notifications'.

- Sort by account (if multiple accounts are enrolled)



The screenshot shows the 'Notification Preferences' page. At the top left, it says 'My Profile >'. Below that, it says 'Notification Preferences'. There are two tabs: 'Billing & Payment' and 'AutoPay'. The main content area has the heading 'Stay Informed with Account Notifications.' followed by the text 'Electronic notifications by text or email provide payment confirmations and reminders, helping you stay informed without needing to call our office.' Below that, it says 'You can choose Email or Text (SMS) notifications and update your preferences at any time.' The bottom section has a form with 'Contact:' and 'Account:' fields, and a button that says 'Apply to all accounts for this contact'.

# Set Up SMS/Email Notifications & Paperless Billing

- Click on notifications you wish to activate using toggle

My Profile >

## Notification Preferences

[Billing & Payment](#) [AutoPay](#)

**Stay Informed with Account Notifications.**  
Electronic notifications by text or email provide payment confirmations and reminders, helping you stay informed without needing to call our office.

**You can choose Email or Text (SMS) notifications and update your preferences at any time.**  
To receive Text (SMS) message alerts, add your mobile device number to your **Personal Information** under "My Profile". You will receive a verification text to confirm your number. Once it's verified, you can turn on text notifications and start receiving alerts about your bills and payments.

Contact:  Account:  [Apply to all accounts for this contact](#)

### Notification Type

**New Bill Notification** [Configure](#)

**Bill and Payment Reminder Before Due Date** [Configure](#)

- ✓ [Email] Send reminder 5 days before due date
- ✓ [Text] Send reminder 5 days before due date

	Email	Text
New Bill Notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bill and Payment Reminder Before Due Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- *SMS notifications may be selected if a Mobile Device number is enrolled. Click **Configure** to set New Bill Notification and/or Bill and Payment Reminder Before Due Date*

# Set Up SMS/Email Notifications & Paperless Billing

My Profile >

## Notification Preferences

**Billing & Payment** AutoPay

**Stay Informed with Account Notifications.**

Electronic notifications by text or email provide payment confirmations and reminders, helping you stay informed without needing to call our office.

You can choose Email or Text (SMS) notifications and update your preferences at any time.

To receive Text (SMS) message alerts, add your mobile device number to your **Personal Information** under "My Profile". You will receive a verification text to confirm your number. Once it's verified, you can turn on text notifications and start receiving alerts about your bills and payments.

Contact: [Redacted] Account: [Redacted] [Apply to all accounts for this contact](#)

**Notification Type**

**New Bill Notification** [Configure](#)

**Bill and Payment Reminder Before Due Date** [Configure](#)

	Email	Text
New Bill Notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bill and Payment Reminder Before Due Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

✓ [Email] Send reminder 5 days before due date  
✓ [Text] Send reminder 5 days before due date

- **New Bill Configuration** page allows you to select bill delivery preferences.

## New Bill Configuration

Email

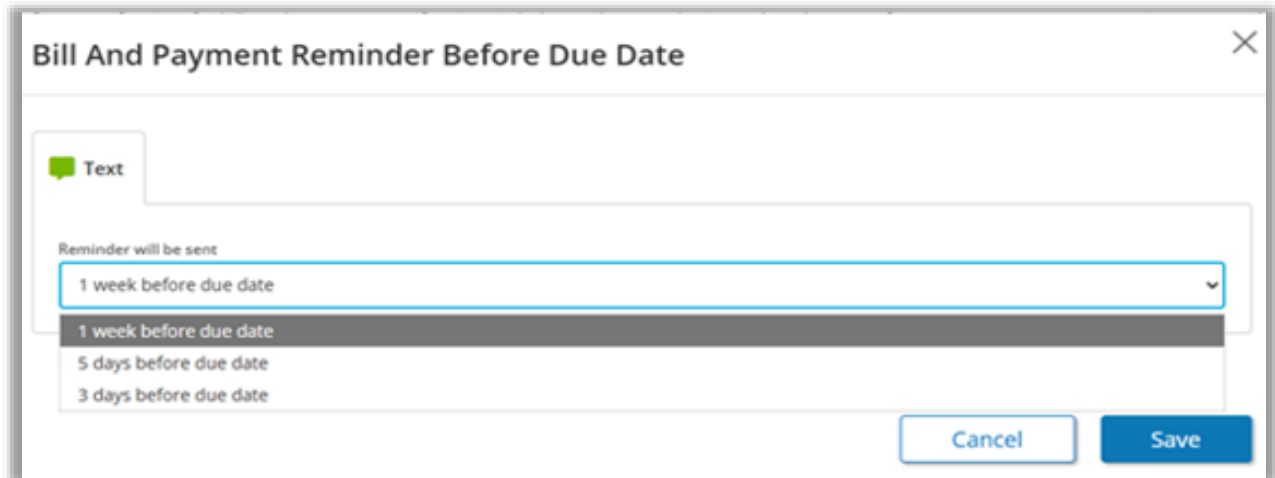
Include a PDF of my bill

Include PDF Payment option

[Cancel](#) [Save](#)

- **Bill and Payment Reminder Before Due Date** page allows you to set 1-5 days reminder before the bill is due.

## Set Up SMS/Email Notifications & Paperless Billing



Bill And Payment Reminder Before Due Date

Text

Reminder will be sent

1 week before due date

1 week before due date

5 days before due date

3 days before due date

Cancel Save

### Paperless Billing

Anchorage Water & Wastewater Utility offers **Paperless Billing**. It provides:

- Peace of Mind-no worries about misplacing your paper bills
- Convenience-view your billing statements online, anytime, anywhere

To enroll in Paperless Billing

- Click on **Paperless Billing** to access Account Preferences

# Set Up SMS/Email Notifications & Paperless Billing

The screenshot displays a 'My Account' dashboard. At the top left, the account number is 127814-558420. The amount due is \$124.29, with buttons for 'View Bill' and 'Pay Bill'. On the right, there are links for 'Bill History', 'Notifications Preferences', 'Payment History', and 'Personal Information'. Below these are two main sections: 'Account Activity' and 'Billing Services'. The 'Billing Services' section has a red box around the 'Paperless Billing' option, which is currently 'INACTIVE'. The 'AutoPay' option is also 'INACTIVE'. A footer note states: '\*This amount reflects the most recent balance for your account. Some transactions may take up to 3 hours to be represented.'

My Account

Account: 127814-558420

Amount Due\*

**\$124.29**

View Bill

Pay Bill

Bill History >

Notifications Preferences >

Payment History >

Personal Information >

**Account Activity**

- You had a bill for \$124.29 due on November 28, 2025
- A payment was made for \$124.29 on August 29, 2025
- You had a bill for \$124.29 due on August 28, 2025
- A payment was made for \$124.24 on August 01, 2025
- You had a bill for \$124.24 due on July 28, 2025

Want to see more [bills](#) or [payments](#)?

**Billing Services**

	Paperless Billing	INACTIVE
	AutoPay	INACTIVE

\*This amount reflects the most recent balance for your account. Some transactions may take up to 3 hours to be represented.

- Switch Paperless toggle on to access Paperless Billing page

# Set Up SMS/Email Notifications & Paperless Billing

Dashboard >

## Account Preferences

Account All

Account	Nickname	Paperless	AutoPay	Action
127814-558420		<input type="checkbox"/>	<input type="checkbox"/>	

To turn Paperless Billing on for all my accounts

- Use Turn on Paperless Billing toggle and accept Terms of Use. Click Continue

## Paperless Billing

**Paperless billing** stops the physical paper bill being mailed and turns on features in My Account such as no fee bank payments, bill and payment history and more.

Paperless

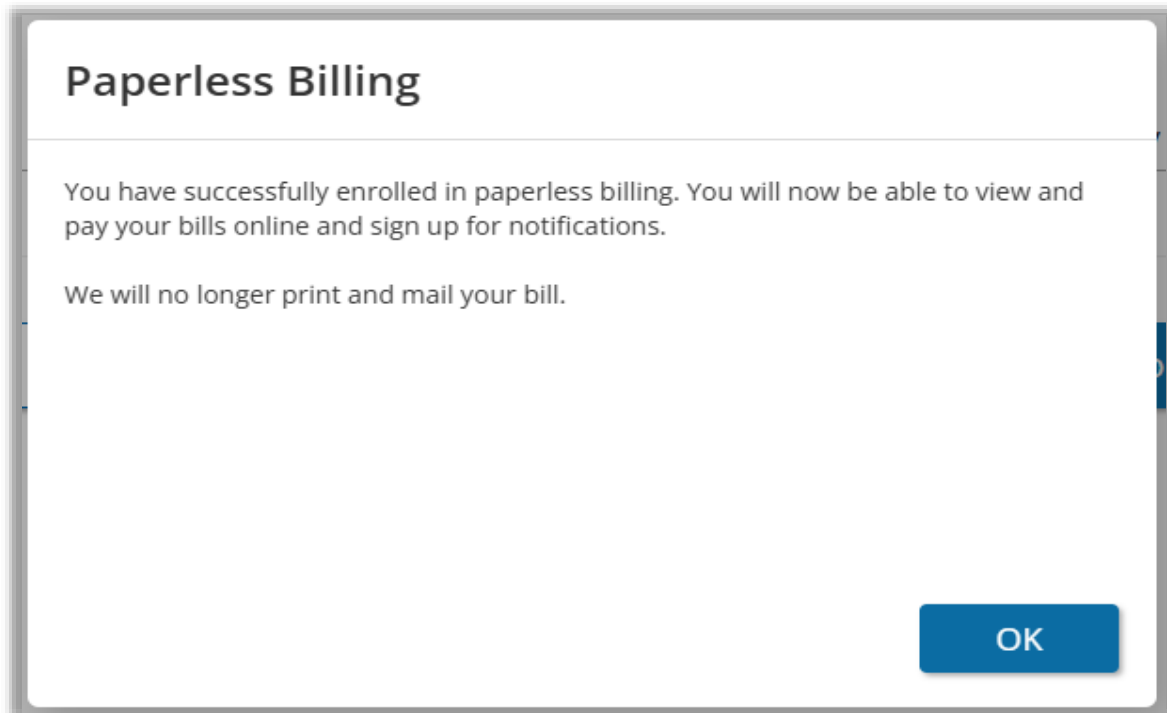
Turn on Paperless Billing

I understand that activating paperless billing will result in the physical paper bill no longer being mailed to me.

My Account **Terms of Use** and **Privacy Policy** are available under My Profile.

## Set Up SMS/Email Notifications & Paperless Billing

- Successful Paperless Billing enrollment message will display



- *To unenroll from Paperless Billing, simply switch Paperless Billing toggle off and click Continue.*

