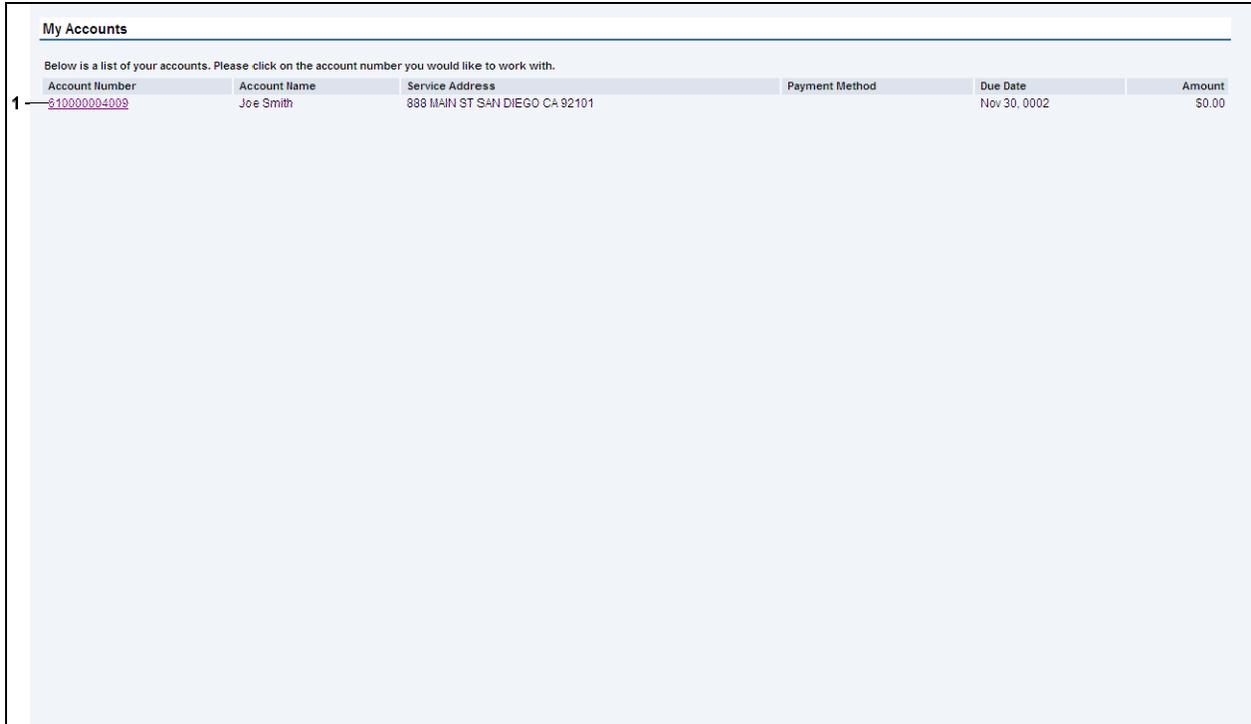


Purpose

Use this procedure to maintain your banking information on the CCC (Customer Care Center) portal.

Procedure

Content and Forms



My Accounts

Below is a list of your accounts. Please click on the account number you would like to work with.

Account Number	Account Name	Service Address	Payment Method	Due Date	Amount
1 21000004009	Joe Smith	888 MAIN ST SAN DIEGO CA 92101		Nov 30, 0002	\$0.00

1. Log into the Customer Care Center (CCC) portal and click to select the account number you would like to work with.

Navigation



2	My Accounts	Transactions	My Personal Data	My Bank Details	Consumption History	Contact Us	Log Off
---	-------------	--------------	------------------	-----------------	---------------------	------------	---------

2. Click the **My Bank Details** link label **My Bank Details** to add or change your banking information.

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Bank Routing Number	Bank Account Number	Bank Name	Bank Account Holder	Bank Account Description
<input type="button" value="Edit"/>				

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.
<input type="button" value="Set Up Recurring Payment"/>	

3. In this example, there is no banking information set up. To enter your banking information, click the **Edit** button .

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Please enter your bank information as listed at the [bottom of your check](#).
Items marked with an asterisk (*) are required.

*Bank Routing Number	*Bank Account Number	*Bank Account Holder	*Bank Account Description	Delete
New entry <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="button" value="Save"/> <input type="button" value="Back"/>				

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.
<input type="button" value="Set Up Recurring Payment"/>	

4. As required, complete/review the following fields:

Field	R/O/C	Description
New entry	R	Bank routing number Example: 121042882

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Please enter your bank information as listed at the [bottom of your check](#).
Items marked with an asterisk (*) are required.

*Bank Routing Number	*Bank Account Number	*Bank Account Holder	*Bank Account Description	Delete
New entry 121042882				

Save Back

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.

Set Up Recurring Payment

5. As required, complete/review the following fields:

Field	R/O/C	Description
Bank Account Number	R	Bank account number Example: 123456789

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Please enter your bank information as listed at the [bottom of your check](#).
Items marked with an asterisk (*) are required.

*Bank Routing Number	*Bank Account Number	*Bank Account Holder	*Bank Account Description	Delete
New entry 121042882	123456789			

Save Back

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.

Set Up Recurring Payment

6. As required, complete/review the following fields:

Field	R/O/C	Description
Bank Account Holder	R	Bank account holder's name Example:

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Please enter your bank information as listed at the [bottom of your check](#).
Items marked with an asterisk (*) are required.

*Bank Routing Number	*Bank Account Number	*Bank Account Holder	*Bank Account Description	Delete
New entry 121042882	123456789	Joe Smith		7

Save Back

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.

Set Up Recurring Payment

7. As required, complete/review the following fields:

Field	R/O/C	Description
Bank Account Description	R	Bank account description Example: Rental account

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Please enter your bank information as listed at the [bottom of your check](#).
Items marked with an asterisk (*) are required.

*Bank Routing Number	*Bank Account Number	*Bank Account Holder	*Bank Account Description	Delete
New entry 121042882	123456789	Joe Smith	Rental account	

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.

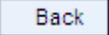
8. Click the **Save** button to save the banking information you entered just now.

Content and Forms

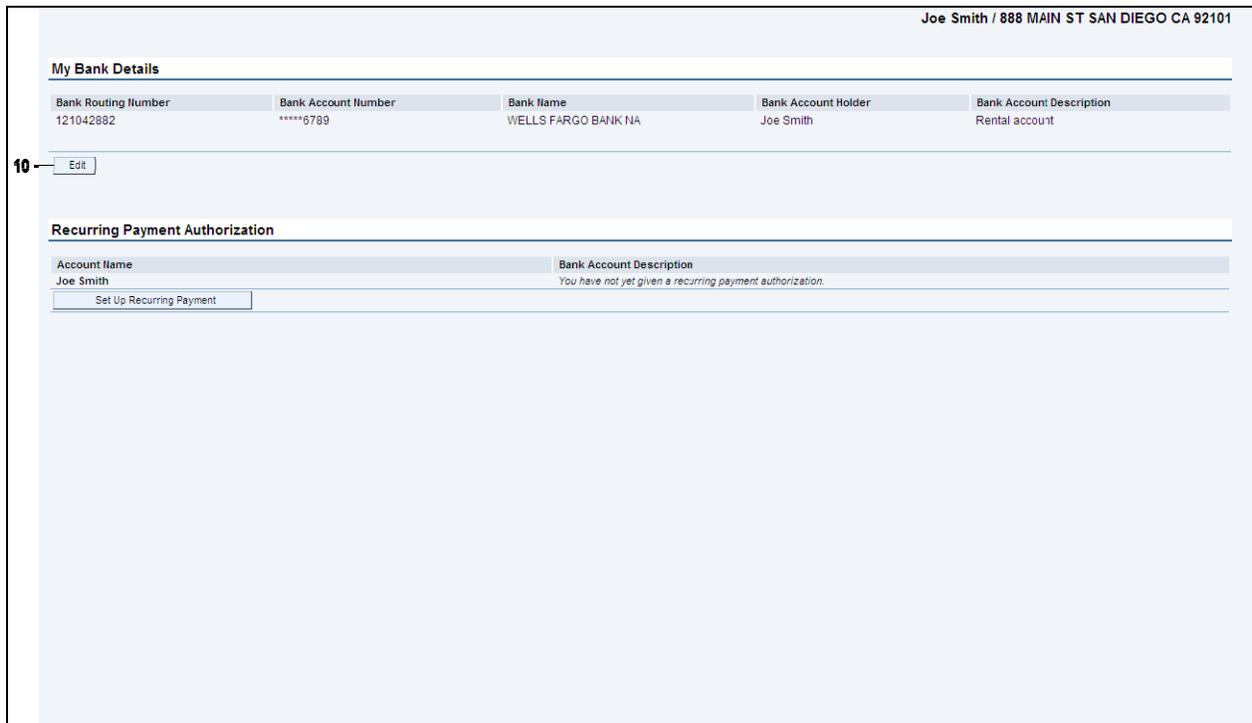
Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

The changes to your Bank Details have been saved

- The system will display a message confirming that the bank details have been saved. Click the **Back** button  to return to the *My Bank Details* screen.

Content and Forms



Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Bank Routing Number	Bank Account Number	Bank Name	Bank Account Holder	Bank Account Description
121042882	****6789	WELLS FARGO BANK NA	Joe Smith	Rental account

10 

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.



- You can see where the banking information has been added. Click the **Edit** button  if you wish to make changes to the existing bank information, delete the bank information, or if you wish to add another account.

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Please enter your bank information as listed at the [bottom of your check](#).
Items marked with an asterisk (*) are required.

*Bank Routing Number	*Bank Account Number	*Bank Account Holder	*Bank Account Description	Delete
121042882	*****6789	Joe Smith	Rental account	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.
<input type="button" value="Set Up Recurring Payment"/>	

11. In this example, only one account's information has been saved. Select the **Delete** check box to delete an account's details.

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Please enter your bank information as listed at the [bottom of your check](#).
Items marked with an asterisk (*) are required.

Bank Routing Number	*Bank Account Number	*Bank Account Holder	*Bank Account Description	Delete
121042882	*****6783	Joe Smith	Rental account	<input checked="" type="checkbox"/>
New entry				

12.

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.

12. Click the **Save** button .

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

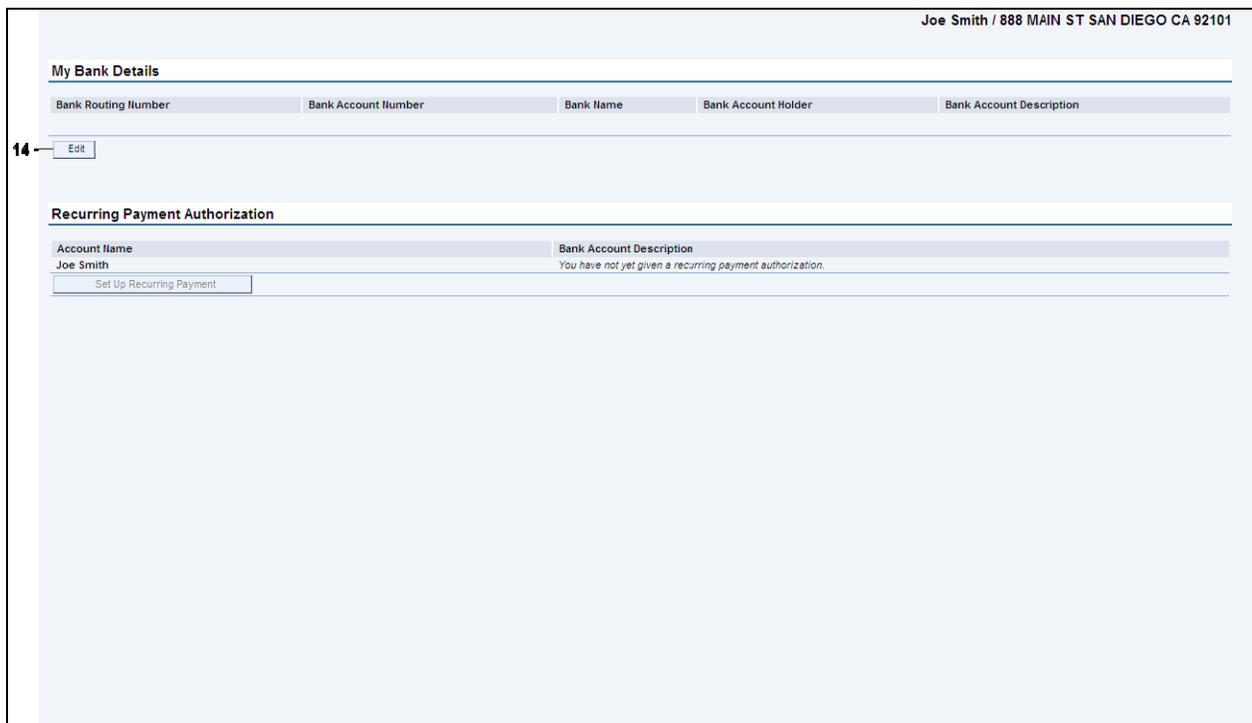
My Bank Details

The changes to your Bank Details have been saved.

13.

13. A confirmation message will appear on the screen. Click the **Back** button  to return to the previous screen.

Content and Forms



The screenshot shows a web interface for a customer named Joe Smith at 888 MAIN ST SAN DIEGO CA 92101. The page is divided into two main sections: 'My Bank Details' and 'Recurring Payment Authorization'. The 'My Bank Details' section contains a table with columns for 'Bank Routing Number', 'Bank Account Number', 'Bank Name', 'Bank Account Holder', and 'Bank Account Description'. Below this table is an 'Edit' button. The 'Recurring Payment Authorization' section contains a table with columns for 'Account Name' and 'Bank Account Description'. The 'Account Name' is 'Joe Smith' and the 'Bank Account Description' is 'You have not yet given a recurring payment authorization.' Below this table is a 'Set Up Recurring Payment' button.

14. Now that the bank details have been deleted, the **My Bank Details** section is blank. To add new bank details, click the **Edit** button .

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Please enter your bank information as listed at the [bottom of your check](#).
Items marked with an asterisk (*) are required.

*Bank Routing Number	*Bank Account Number	*Bank Account Holder	*Bank Account Description	Delete
New entry				
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="button" value="Save"/>	<input type="button" value="Back"/>			

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.
<input type="button" value="Set Up Recurring Payment"/>	

15. As required, complete/review the following fields:

Field	R/O/C	Description
New entry	R	Bank routing number Example: 121042882

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Please enter your bank information as listed at the [bottom of your check](#).
Items marked with an asterisk (*) are required.

*Bank Routing Number	*Bank Account Number	*Bank Account Holder	*Bank Account Description	Delete
New entry 121042882				

Save Back

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.

Set Up Recurring Payment

16. As required, complete/review the following fields:

Field	R/O/C	Description
Bank Account Number	R	Bank account number Example: 987654321

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Please enter your bank information as listed at the [bottom of your check](#).
Items marked with an asterisk (*) are required.

*Bank Routing Number	*Bank Account Number	*Bank Account Holder	*Bank Account Description	Delete
New entry 121042882	087654321			

17 -

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.

17. As required, complete/review the following fields:

Field	R/O/C	Description
Bank Account Holder	R	Bank account holder's name Example: Joe Smith

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Please enter your bank information as listed at the [bottom of your check](#).
Items marked with an asterisk (*) are required.

*Bank Routing Number	*Bank Account Number	*Bank Account Holder	*Bank Account Description	Delete
New entry 121042882	987654321	Joe Smith	<input type="text"/>	18

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.

18. As required, complete/review the following fields:

Field	R/O/C	Description
Bank Account Description	R	Bank account description Example: Rental account

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Please enter your bank information as listed at the [bottom of your check](#).
Items marked with an asterisk (*) are required.

*Bank Routing Number	*Bank Account Number	*Bank Account Holder	*Bank Account Description	Delete
New entry 121042882	987654321	Joe Smith	Rental account	

19 —

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.

19. Click the **Save** button to save the banking information you entered just now.

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

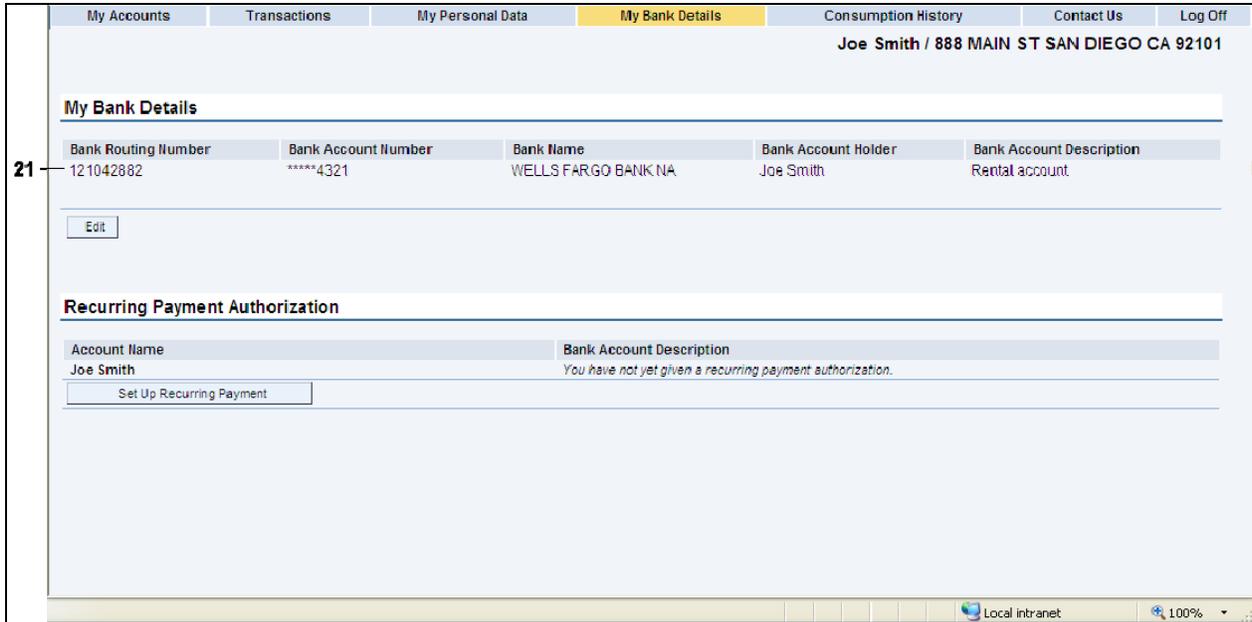
My Bank Details

The changes to your Bank Details have been saved

20 —

20. After reviewing the message, click the **Back** button  to return to the previous screen.

Navigation



My Accounts Transactions My Personal Data **My Bank Details** Consumption History Contact Us Log Off

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

My Bank Details

Bank Routing Number	Bank Account Number	Bank Name	Bank Account Holder	Bank Account Description
121042882	*****4321	WELLS FARGO BANK NA	Joe Smith	Rental account

Edit

Recurring Payment Authorization

Account Name	Bank Account Description
Joe Smith	You have not yet given a recurring payment authorization.

Set Up Recurring Payment

Local intranet 100%

21. The **My Bank Details** section is updated with the changes.

Result

You have successfully entered your banking information on the CCC portal, and learned how to change it.