Instructions
Making a one-time payment or setting up your Customer Portal

Navigate to https://www.meridiandistrict.com/customer-portal and click on the "Customer Portal" button

One-time payments:
- To make a one-time payment, click on "PAY NOW".
- On the next screen, you'll be prompted for your Account # and Invoice Amount.
- After entering these 2 pieces of information, click on "RETRIEVE BILL"
- Once the account information is retrieved, you must enter a valid email address for the payment confirmation to be sent
- Select "ENTER PAYMENT METHOD"
- You can choose between a credit card payment or ACH payment
- Click "PAY NOW" to process the one-time payment
- You will be immediately logged out of the payment page without saving any payment method information. To save a payment method for future payments, you'll need to set up and activate an account through the Customer Portal (instructions below).

Set up Customer Portal:
- To register for the Customer Portal, click on "REGISTER NOW"
- On the next screen, you'll be prompted for your Name and Account #
- On the next screen, you'll be prompted to set up your Login ID/Email and password
- If no phone number is available, you may leave this field blank
- After submitting the Signup Request form, an email is sent to the notification email address you provided.
- Open this email and click "Activate Account"
- Upon activation, you'll receive a 2nd email confirming your account has been successfully created, and you may now log into your account
- Your default landing page will be the Dashboard. From here, you'll be able to navigate to Settings, see previous invoices and payments since we started using the Customer Portal, Request service, monitor your usage, etc.
- By clicking on the "BILLING & PAYMENTS" button, you'll be able to "pay now", schedule a single payment for a future date, or sign up for Autopay.
- After choosing, you'll be able to enter your form of payment.
- If "pay now" is selected, you'll be able to navigate to your "Last Bill" page and see your payment reflected immediately, and a payment receipt is also emailed to you.
- If you choose to set up Autopay, the TOTAL BALANCE DUE displayed on your Dashboard is the amount that will be withdrawn from your selected payment source on the due date displayed in the Portal. **If you are signing up for a new autopayment, please be sure to do this at least 24 hours prior to the scheduled due date.**