



<http://LRGauthority.org>

# LOWER RIO GRANDE

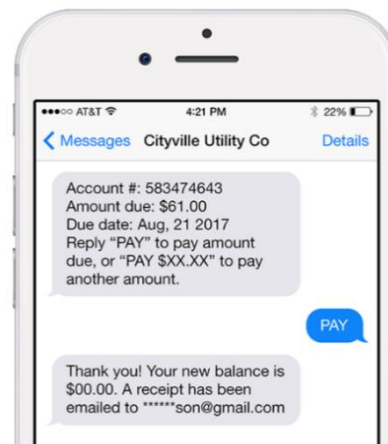
## Public Water Works Authority

P.O. Box 2646 Anthony, New Mexico 88021 (575) 233-5742

## PAY BY TEXT

### Pay by Text - allows our customers to pay their bills by text message

After our Customer makes at least one successful phone payment, they can enroll in the service. When a new bill is posted the customer will receive a text message. If they reply “pay”, a payment will be made automatically. The transaction fee for this service will be \$1.25.



### How does it works?

1. Customer calls into our Automated Phone System (1-888-565-3141) and selects the option to sign up for Pay By Text (Option 4).
2. The system sends the Customer a text message to confirm sign up.
3. After the Customer confirms the enrollment, the system will send the Customer a text message when a new balance is available on the Customers's utility account.
4. To make a payment, the Customer will reply to the text with, "Pay".
5. The system sends the Customer a confirmation text with the receipt number.