

**The Corporation of the Township of Springwater**



**My Springwater Guide**

**March 01 2018**

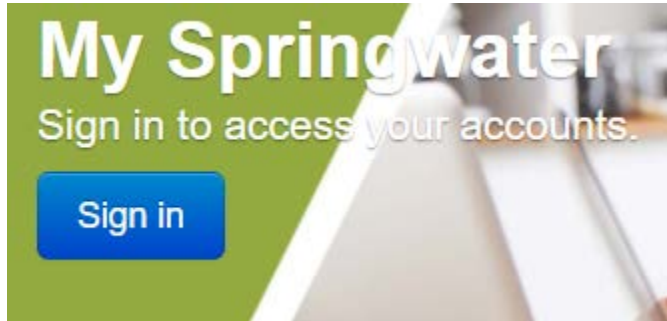
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Table of Contents

<b><u>Setting Up An Account</u></b> .....	<b>Page 3</b>
<b><u>Basics</u></b> .....	<b>Page 6</b>
Home	
Message Inbox (Envelope Icon)	
Welcome	
<b><u>Updating Your Personal Information and Changing Your Settings</u></b> .....	<b>Page 7</b>
Edit my Profile	
Change my Password / Forgot your Password	
Message Inbox	
Paperless Notifications Signup	
<b><u>Viewing Your Property Tax Account</u></b> .....	<b>Page 9</b>
Account Details	
Balance / Transactions	
Assessment	
Improvements	
Owners	
<b><u>Viewing Your Utility Account</u></b> .....	<b>Page 11</b>
Account Details	
Balance Information	
Billing History	
Account Transactions	
<b><u>Contact Us</u></b> .....	<b>Page 14</b>

## Setting Up An Account

- A) Visit: <https://my.springwater.ca/VCH/>
- B) Select 'Sign In'



- C) Select 'Activate your account with us'

## Sign in

Please sign in below to access your account(s). If you do not have a Username and password, please follow the Activate your Account With Us link below.

Go Paperless with E-Bill - Would you like to receive an email when your property tax bill and/or utility bill is ready? Log in, click on your name at the top right hand corner and use the drop down to choose "Paperless Notifications Signup". Click the checkbox beside your Tax and/or Utility Account(s) to receive email notifications when your E-Bill(s) are ready.

[Forgot your password?](#)

**i** \*\*\* Please note: Usernames and passwords are case sensitive. \*\*\*

**Don't have a Username and password?**  
**[Activate your account with us](#)**

If you already do business with us, creating a my Springwater Self-Serve profile will allow you to use a variety of services to help you manage your accounts.

D) Complete the required 'Log On information' and select 'Next>>'

Log On Information Personal Information

Username: \*

Password: \*

Confirm Password: \*

Email Address: \*

Confirm Email: \*

Please note: Usernames and passwords are case sensitive.

Return To Main Menu << Previous Next >>

E) From your last bill or statement for the account type you have selected, fill in your personal information, then select 'Next>>'

Personal Information

Registration Account Type: \*

Roll Number: 4341

Customer ID:


From your latest bill or statement for the account type you have selected, find the information requested and key it in above.

Return To Main Menu << Previous Next >>

F) You will be directed to the *New Account Activation* screen.

My Springwater Home Sign In

## New Account Activation

 Success.

Your account registration was successful. We have sent you an email to confirm your account creation. Once your account is activated, you will have access to a range of services we offer.

You may now return to the [Login](#) page to access My Springwater.

[Return To Main Menu](#)


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**G) Please login to the email you have used to setup your account and follow the link.** It may also be directed to your junkmail.

The email will look like the below example. The link provided in the email is secure.

Reply Reply All Forward

Wed 14/02/2018 10:41 AM

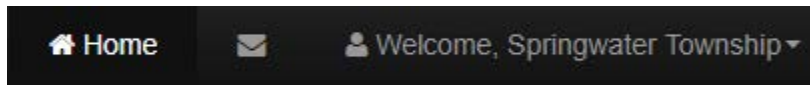
 noreply@springwater.ca

Activate your My Springwater Account

Please either click on the following link or copy and paste the link into your address bar to activate your account:  
<https://my.springwater.ca/vch/city/contact/Activate.aspx?code=17f08eef-3e2f-4400-b2ce-0b16beef5b7e>

H) After clicking the link you will be redirected to *My Springwater*. Using the login information you created, Sign In.

## Basics



### Home

Clicking on the home button redirects you to the main screen of *My Springwater* where you can view a listing of your account(s).

At the bottom of the *Home* page you will see '*Return to Main Menu*' and '*Pay Multiple Accounts*'.

By clicking on the '*Return to Main Menu*', you will be redirected to the main *Sign In* screen.

By clicking on the '*Pay Multiple Accounts*', you will be redirected to a payment window.

### Message Inbox (Envelope Icon)

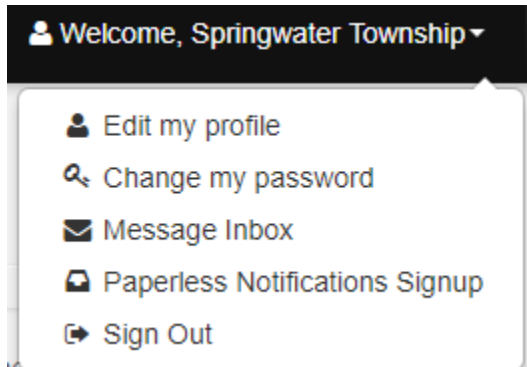
This icon represents your message inbox; if you are setup for '*Paperless Notifications*' a PDF copy of your bill will be sent to this location.

### Welcome

This is a drop down menu where you can update your personal information and change your settings.

## Updating / Changing Personal Settings

Once logged into *My Springwater*, at the top right click on the 'Welcome' Tab



### Edit my Profile

This is where you can edit your phone number, fax number and email address.

The greyed out boxes are locked and cannot be changed.

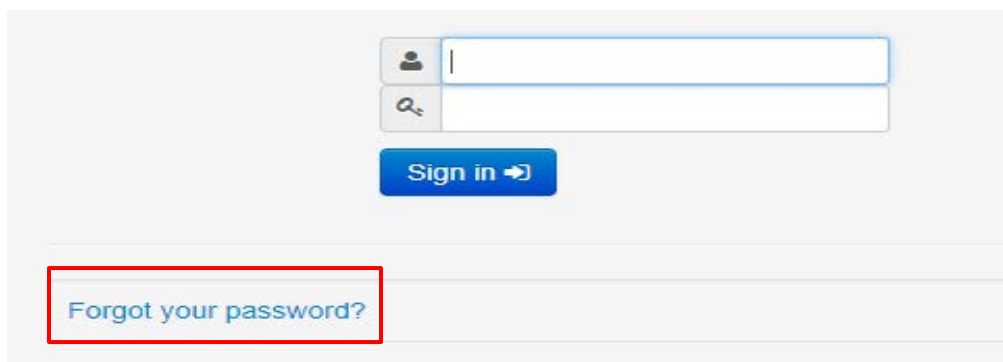
To change your information, click in the white box, type in your updated information and select save.

*Note: When your email address is updated, this will change where your paperless notifications are sent.*

### Change my Password

As directed, to change your password type in your old password, your new password and confirm your new password.

Note: If you have forgotten your password, go to the main menu of *My Springwater* and Select 'Sign In'. Located under the sign in button on the next page is 'Forgot your password?'



## Message Inbox

If you are signed up for *'Paperless Notifications'*, a PDF copy of your bill will be available in your message inbox.

## Paperless Notifications Signup

Paperless Notifications is an E-billing service that will email property owners informing them that a PDF bill is ready to view in *My Springwater*. **Once signed up, you will no longer receive a paper copy of your bills.**

Check the box for the bills you wish to receive *'Paperless Notifications'* for.

After checking the box, a green bar will pop up confirming that your preferences have been updated.

Any accounts selected for paperless notifications will remain checked.

### Paperless Notifications Signup Select All

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✓ Your preferences have been updated

**Utility Accounts:**

⚡ 200191.02

⚡ 207105.00

**Tax Accounts:**

⚡ 010001082000000

## Viewing Your Property Tax Account

To view your Property Tax account, click directly on the blue account number.

If you are signed up for Pre-authorized debits, your account will show 'PAP Active'

You will be redirected to a 'Property Tax Account Screen' after clicking on the account number.

### Account Details

- Registered Owners
- Municipal Address
- Mailing Address– If this is incorrect, please [contact us](#) directly
- Legal Description

### Balances / Transactions

- Balance remaining on account per year
- Pending Transactions
- Total Balance
- Transaction History
  - These are all of the transactions on the property tax account during the current ownership.

### Types of transactions listed under Transaction History

- Interim Levy 20xx-1
  - This is the first installment of the Interim Levy within the specified year, due in the month of February.

- Interim Levy 20xx-2
  - This is the second installment of the Interim Levy within the specified year, due in the month of April.
- Annual Levy 20xx-1
  - This is the first installment of the Final Levy within the specified year, due in the month of July.
- Annual Levy 20xx-2
  - This is the second installment of the Final Levy within the specified year, due in the month of September.
- Cash Receipt
  - Payments made towards your property tax account.
- Assessment
  - Assessments are imported from the Municipal Property Assessment Corporation (MPAC) and posted directly to your property tax account.
- Penalty
  - Penalties are applied to all outstanding balances on the first day of each month at 1.25%.

### **Assessment**

Please note, the assessment for the current year is not imported until after the completion of the Interim Tax Levy

- Assessment for Current Year
  - The current year is broken down by classification and school support. The total assessment on the property is listed below.
- Assessment for Historical years

### **Improvements**

- Police Service Charges are applicable to every property in the Township of Springwater.
- Other local improvements for your property will be listed here.

### **Owners**

- Registered owners to the property and any mortgage companies that are responsible for the payment of your taxes are listed here.
- If you have a discrepancy with any owners listed on title, please contact the Township.
- If you there is a mortgage holder on your account that should not be listed, please contact the Township.
- If your mortgage company is responsible for the payment of your taxes and is not listed here, please contact your mortgage company directly.

## Viewing Your Utility Account

**100711.00**  
Utility Account

Address  
**3985 HORSESHOE VALLEY RD W**

Balance  
\$0.00

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[Not Signed Up for PAP](#)

To view your Utility Account, click directly on the blue account number.

If you are signed for Pre-authorized debits, your account will show 'PAP Active'

You will be redirected to the Utility Account screen after clicking on the account number.

 Account Details
 Balance Information
 Billing History
 Account Transactions

### Account Details

This is where you can view your account number, status of account, the municipal address and mailing address associated with your water/wastewater account.

### Billing History

Listed under billing history are all of your utility bills since time of ownership.

To view a copy, simply click on the date of a bill. This will redirect you to a new window.

### Account Transactions

All transaction listed on your utility are reflected in descending date order (most recent on top).

Utility Levy – Your water/wastewater bills.

Cash Receipt – Payments made to your utility account.

Penalty – Late payment charges for nonpayment of utility accounts at 1.25%.

Adjustments – Any adjustments made to your utility account. This could be a result of a water usage adjustment.

## Balance Information


Balance Per Billing Period	
Current	\$0.00
0-30 Days	\$0.00
31-60 Days	\$0.00
61-90 Days	\$0.00
91 and over	\$0.00
<hr/>	
Pending \$0.00	Total \$0.00

### Additional Balance Notes

- Your last levy amount was \$37.59
- Your last penalty charge was \$1.13 on Nov 30, 2009

Your last utility bill had new charges of \$37.59 on Jan 31, 2018.

[Electronic Copy](#)

 The bill will open in a new window or a new tab depending on your browser settings. You may close it after viewing and continue using My Springwater.

Outstanding balances will be reflected in this column. Any unpaid / outstanding balances will be broken down by billing period.

If a bill remains unpaid for 61 – 90 days, your service may be transferred to your property tax account for collection.

To get a detailed copy of your last bill, click the 'Electronic Copy' button or billing history at the top of the page.

**Contact Us**

Address:	2231 Nursery Rd Minesing, ON L9X 1A8
Hours:	Monday to Friday 8:30 a.m. – 4:30 p.m. Office is closed on holidays
Telephone:	705-728-4784 Ext. 2018
Website:	<a href="http://Springwater.ca">Springwater.ca</a>
Email:	<a href="mailto:finance@springwater.ca">finance@springwater.ca</a>