

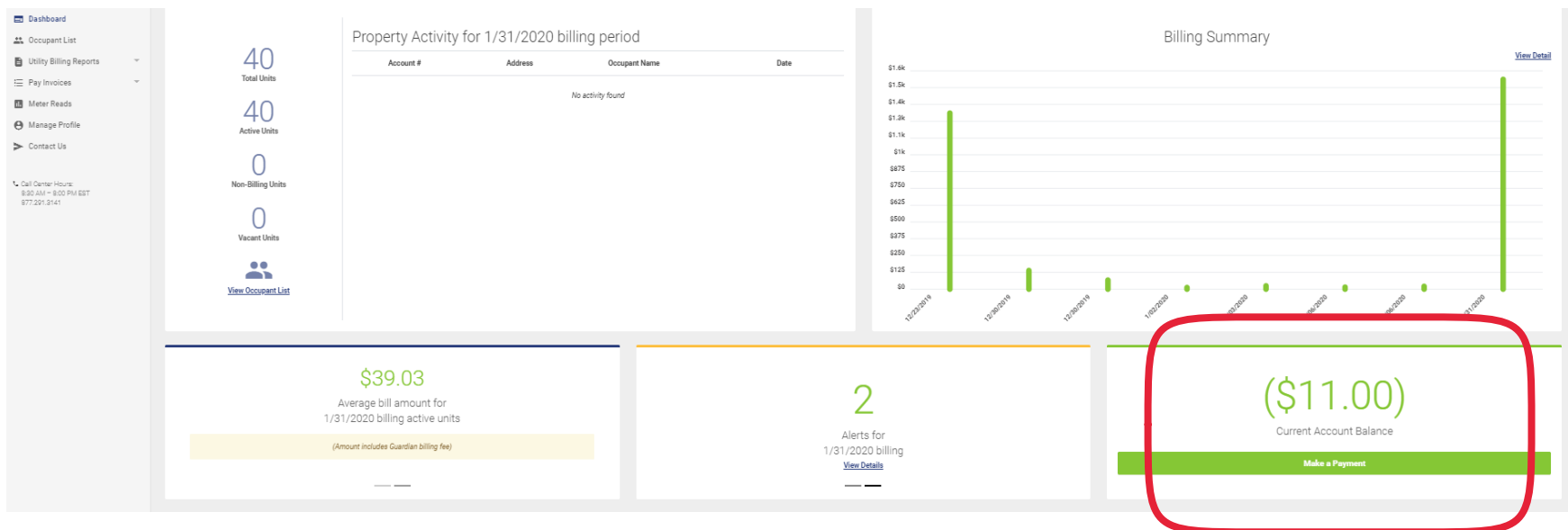


New myguardianwp.com updates coming 3/1/21

How to set up Scheduled Payments (ACH):

We are excited to announce our new and improved **Scheduled Payments (ACH) system**. The new **Automatic Recurring Scheduled Payments (ACH) system** will no longer require you to enter a draw/pull date like the old system. The new system will now automatically schedule your payment for the invoice due date (please note that an automatic three-day grace period is added to the due date to allow for up to 24-48 hours for the ACH payment to go through). One time payments will still require a choice of date.

To set up Scheduled Payments, you can first select the **“Make a Payment”** option in the bottom right-hand corner of your myguardianwp.com Dashboard (“home”) screen.



“Make a payment” option:

(**\$11.00**)
Current Account Balance

Make a Payment

As an alternative, you can also select “Pay Invoices” out to the left and then click “Schedule Payment”:

Dashboard

- Occupant List
- Utility Billing Reports
- Pay Invoices**
- Meter Reads
- Manage Profile
- Contact Us

Call Center Hours:
8:30 AM - 8:00 PM EST
877.291.3141

40 Total Units
40 Active Units
0 Non-Billing Units
0 Vacant Units
[View Occupant List](#)

Property Activity for 1/31/2020 billing period

Account #	Address	Occupant Name	Date
No activity found			

Billing Summary

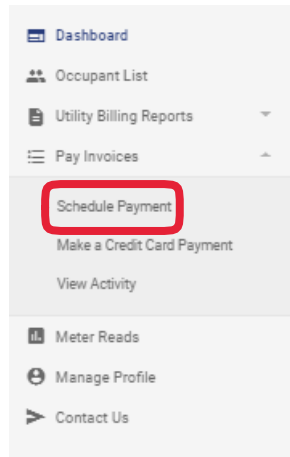
[View Detail](#)

\$39.03
Average bill amount for 1/31/2020 billing active units
(Amount includes Guardian billing fee)

2 Alerts for 1/31/2020 billing
[View Details](#)

(**\$11.00**)
Current Account Balance
Make a Payment

“Schedule Payment” option:



Once you are at this screen, simply fill in the required information including bank account and routing numbers. You will leave the payment type as “Automatic/Recurring Payments”. You can opt into text message alerts as well (please note that you must include the correct cell provider), which will send you an automated text message 3 days before schedule payment is to occur. If you have a balance at the time of sign-up, the system will pay down the balance to \$0 immediately to prevent any late fees. The system will then schedule payments as invoices are produced. When all information is filled in, simply click “Confirm”.

1 Set Up Scheduled Payments

Location of Required Values: Routing Number: 234.56.7890 Account Number: 0001234567890 Check Number: 1234

Account Type
 Checking

Routing Number
Must be 9 digits

Bank Account Number
Must be 4-17 digits

Current Balance
(\$11.00)

Payment Type
Automatic Recurring Payments

Email
[Redacted]

Cell Phone Messaging
[Redacted]

Confirm Routing Number
Must be 9 digits

Confirm Bank Account Number
Must be 4-17 digits

PLEASE NOTE:
If you have a current balance as of today, your current balance will be paid down immediately. The automatic recurring payments will then occur on the due date of each subsequent invoice.

PLEASE NOTE:
I understand and acknowledge that I authorize the financial institution hereto accept such transactions initiated by Guardian Water & Power. The withdrawals shall be made from my checking account on the due date of the invoice. This authorization will remain in effect until changed via the "Stop Scheduled Payments" option on this website, thus notifying Guardian Water & Power that I no longer wish to participate.

I authorize scheduled payments

Cancel Confirm

If you do not wish to sign up for automatic/recurring payments, you can schedule a **“One Time Payment”** instead. Please note to avoid late fees, you will need to manually schedule a payment before your due date in the future as invoices are created.

To set up a One Time Payment, simply fill in the required information and select **“One Time Payment”**. You will then be prompted to fill in an amount and a payment date.

Set Up Scheduled Payments

Location of Required Values: Routing Number: 23456789 Account Number: 000123456789 Check Number: 1234

Account Type
 Checking

Routing Number Must be 9 digits Confirm Routing Number Must be 9 digits

Bank Account Number Must be 4-17 digits Confirm Bank Account Number Must be 4-17 digits

Current Balance (\$11.00) Payment Type **One Time Payment** Amount to Pay \$ 0.00 Payment Date 2/21/2021

Email Cell Phone Carrier None Enable Cell Phone Messaging via SMS

I hereby authorize Guardian Water & Power to withdraw the total amount specified above from my checking account on the date specified above. I understand and acknowledge that I authorize the financial institution hereto accept specified transaction initiated by Guardian Water & Power.
 I authorize this one time payment.

Manage your **Scheduled Payments (ACH)**, under “**View Activity**”.


On the “**View Activity**” screen you can manage text alerts, update bank information, cancel scheduled payments, unsubscribe from recurring scheduled payments, and view any upcoming scheduled payments.

The screenshot shows the 'Manage Scheduled Payments' interface. At the top, there is a title bar with a back arrow and the text 'Manage Scheduled Payments'. Below this is a blue information box with a circular icon containing an 'i' and the text: 'If you are signed up for scheduled payments, Guardian's system will schedule the payment on your next invoice due date. Dates will populate as billing fee invoices are produced. Please note that payments can take 24-48 hours to post to Guardian's system; however, there are 3 grace days following the due date to accommodate this. Payments process based on Eastern Standard Time.' To the right of this box is the 'Account Information' section, which includes four input fields: 'Bank Account #' with the value '****234', 'Balance' with the value '\$ -10.00', 'Text Message Alerts', and 'Cell Phone Carrier'. Below the account information is a section titled 'Update Payment Options' containing four colored buttons: a blue button for 'Text Message Alerts', an orange button for 'Update Bank Information', a green button for 'Submit One Time Payment', and a red button for 'Stop Recurring Payments'. A 'Cancel' button is located to the left of the 'Scheduled Payments' section. The 'Scheduled Payments' section has a blue information box with the same text as the one above. Below it is a table with columns for 'Payment Date', 'Amount', and 'Payment Type'. The table is currently empty, with the text 'No data available in table' centered below the column headers. At the bottom left of the table area, it says 'Showing 0 to 0 of 0 entries'. At the bottom right, there are 'Previous' and 'Next' navigation buttons.

Text Message Alert Options

Use this screen to change you cell phone information or cancel text alerts. Please note that your carrier information must be accurate for text message alerts to work properly.

Text Message Alert Options ×

 Text message alerts will be sent (3) days prior to funds being deducted from your bank account.

Cancel Text Message Alerts

Change Text Message Number

Cell Phone Number

Cell Phone Carrier

Update Bank Information

Use this screen to update your bank account information by providing a new routing and bank account number.

Update Bank Information

Location of Required Values:

Routing Number	Account Number	Check Number
23456789	00023456789	1234

New Routing Number
Must be 9 digits

Confirm Routing Number
Must be 9 digits

New Bank Account Number
Must be 4-17 digits

Confirm Bank Account Number
Must be 4-17 digits

I would like to change my bank information

Cancel Update

Unsubscribe from Automatic Bill Pay

Use this screen to stop scheduled payments.

Unsubscribe Automatic Bill Pay Service ×

I wish to stop scheduled payments

Submitting a *separate* One-Time Payment

If you are signed up for automatic/recurring payments and wish to submit a *separate* one-time payment, you may do so from this screen. Simply enter the amount and date and click “**Submit Payment**”.

Submit One Time Payment ×

Amount to Pay Payment Date

I hereby authorize Guardian Water & Power to withdraw the total amount specified above from my checking account on the date specified above . I understand and acknowledge that I authorize the financial institution hereto accept specified transaction initiated by Guardian Water & Power .

How to Make a Credit Card Payment:

Select the **“Make a Payment”** option in the bottom right-hand corner of your myguardianwp.com Dashboard (“home”) screen.

The dashboard features a left sidebar with navigation options: Dashboard, Occupant List, Utility Billing Reports, Pay Invoices, Meter Reads, Manage Profile, Contact Us, and Call Center Hours (8:30 AM - 8:00 PM EST, 877.201.2141). The main content area includes:

- Unit statistics: 40 Total Units, 40 Active Units, 0 Non-Billing Units, 0 Vacant Units, and a [View Occupant List](#) link.
- Property Activity for 1/31/2020 billing period: A table with columns for Account #, Address, Occupant Name, and Date. The table contains the text "No activity found".
- Billing Summary: A bar chart showing activity from 12/29/2019 to 1/11/2020. The y-axis ranges from \$0 to \$1.4k. A prominent bar is visible on 1/11/2020. A [View Detail](#) link is present.
- Account Summary Cards:
 - Average bill amount for 1/31/2020 billing active units: **\$39.03**. (Amount includes Guardian billing fee)
 - Alerts for 1/31/2020 billing: **2**. [View Details](#)
 - Current Account Balance: **(\$11.00)**. A **Make a Payment** button is highlighted with a red box.

“Make a payment” option:

A close-up view of the account balance section, showing the current account balance of **(\$11.00)** and a prominent green **Make a Payment** button.

As an alternative, you can also select “Pay Invoices” out to the left and then click “Make a Credit Card Payment”:

The screenshot shows a dashboard with a left-hand navigation menu highlighted by a red rounded rectangle. The menu items are: Dashboard, Occupant List, Utility Billing Reports, Pay Invoices, Meter Reads, Manage Profile, Contact Us, and Call Center Hours. The main content area includes a summary of unit counts (40 Total, 40 Active, 0 Non-Billing, 0 Vacant), a table for Property Activity for the 1/31/2020 billing period (showing no activity), a Billing Summary bar chart, and three summary cards: Average bill amount (\$39.03), Alerts for 1/31/2020 billing (2), and Current Account Balance (\$11.00).

“Make a Credit Card Payment” option:

This screenshot shows a dropdown menu with the following options: Dashboard, Occupant List, Utility Billing Reports, Pay Invoices, Schedule Payment, Make a Credit Card Payment (highlighted with a red rounded rectangle), View Activity, Meter Reads, Manage Profile, and Contact Us.

Once you are at this screen, your current balance will display and the “amount to pay” will auto-populate as the current balance. If you wish to pay more or less than the balance, you may enter the desired amount to pay. Please note the system will not accept \$0 payments. Please also note that the system will automatically add a \$3 convenience fee. This fee cannot be waived. If you wish to avoid the fee, please use the ACH payment system, or you may send a check/money order in the mail (note that check/money orders are processed upon delivery and may experience USPS delays). You may also enter the email address to which the receipt will be sent.

Click “Submit Payment”.

Make a Credit Card Payment

Total Amount Due
\$ 0

Amount to Pay
\$ 0

Convenience Fee
\$ 3.00

Total amount to be charged
\$ 3.00

Email Address for Receipt
capostolos@guardianwp.com


- Please note there is a \$3 convenience fee. To bypass this fee, please make a one-time ACH payment or sign up for scheduled ACH payments here. You can also send a check or money order to: Guardian Water & Power P.O. Box 163488 Columbus, OH 43216-4239
- If payment is returned due to Non-Sufficient Funds, there is a \$20 charge from the bank that received payment.
- Approved Payments are instantly applied to your account.
- For technical support, please contact Customer Service at (614) 291-3141 or (877) 291-3141.

Cancel Submit Payment

After you click “**Submit Payment**”, you will then be prompted to enter your card and billing information. Simply fill in the required information or alter any auto-populated information.

Once complete, hit “**Pay**” or “**Cancel**” if you need to cancel.

Credit Card **Bank Account** (USA Only)

Card Number *
 1234 5678 9012 3456

Exp. Date * Card Code *

Billing Address

First Name Last Name

Billing Country
USA ▼ Zip

Street Address City

State Phone Number

The system will present you with confirmation slides to make sure you are comfortable with the payment amount and credit card information. Click **Continue**.

Tue Feb 16 2021 9:05:58 AM

Continue

Thank you for your payment.

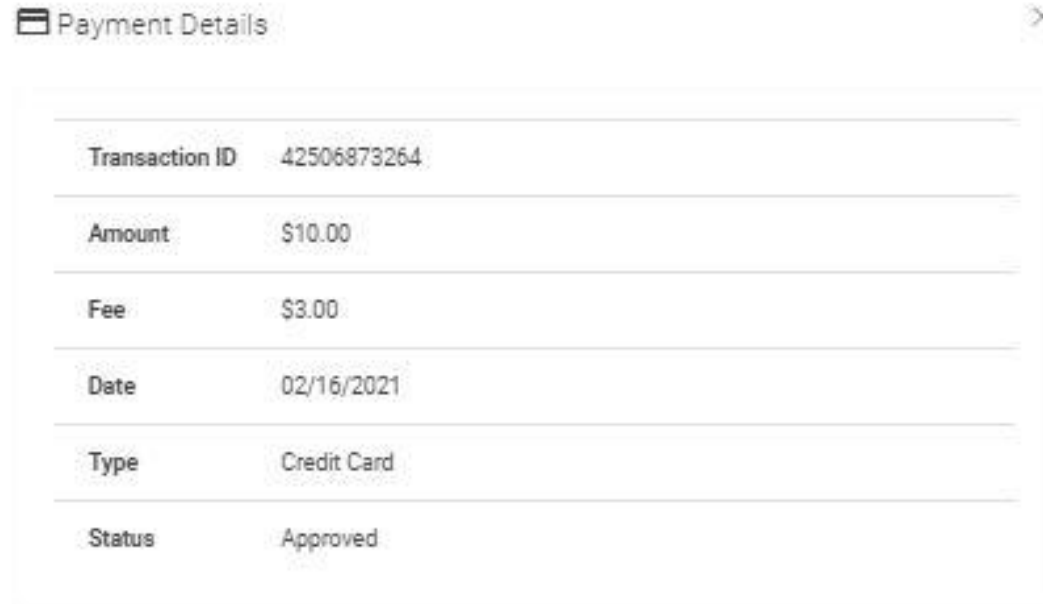
\$ 13.00

[Hide Details](#)

Total

\$ 13.00

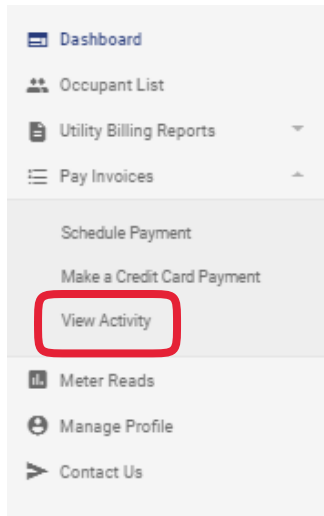
After submitting the payment, you will see a confirmation/receipt which includes your payment amount and transaction ID, as shown in the example below:



A modal window titled "Payment Details" with a close button (X) in the top right corner. The window contains a table with the following information:

Transaction ID	42506873264
Amount	\$10.00
Fee	\$3.00
Date	02/16/2021
Type	Credit Card
Status	Approved

To view payment history/activity, click “View Activity”:



You can see invoice and payment amounts. You can also click “invoice” and “receipt” to view and download previous invoices and receipts.

The screenshot shows a payment history table with the following data:

Type	Date	Amount	Balance	Status	Action
Convenience Fee	2021-02-22	\$3.00	(\$14.00)	Paid	
Payment	2021-02-22	(\$4.00)	(\$17.00)		Receipt
Convenience Fee	2021-02-16	\$3.00	(\$13.00)	Paid	
Payment	2021-02-16	(\$13.00)	(\$16.00)		Receipt
Convenience Fee	2021-01-14	\$0.00	(\$3.00)	Paid	
Payment	2021-01-13	(\$454.00)	(\$3.00)		Receipt
Invoice	2020-01-31	\$220.00	\$451.00	Paid	Invoice
Invoice	2020-01-24	\$5.50	\$231.00	Paid	Invoice
Invoice	2020-01-24	\$5.50	\$225.50	Paid	Invoice
Invoice	2019-12-23	\$220.00	\$220.00	Paid	Invoice

Showing 1 to 10 of 10 entries

Navigation: Previous 1 Next

Below the invoices and payment amounts, you will see an “**ACH Activity Log**” which shows any and all ACH activity on your myguardianwp.com account. You can see information such as when you signed up for scheduled payments, when a payment is scheduled, when you unsubscribe from scheduled payments, when a payment is applied to your account, etc.

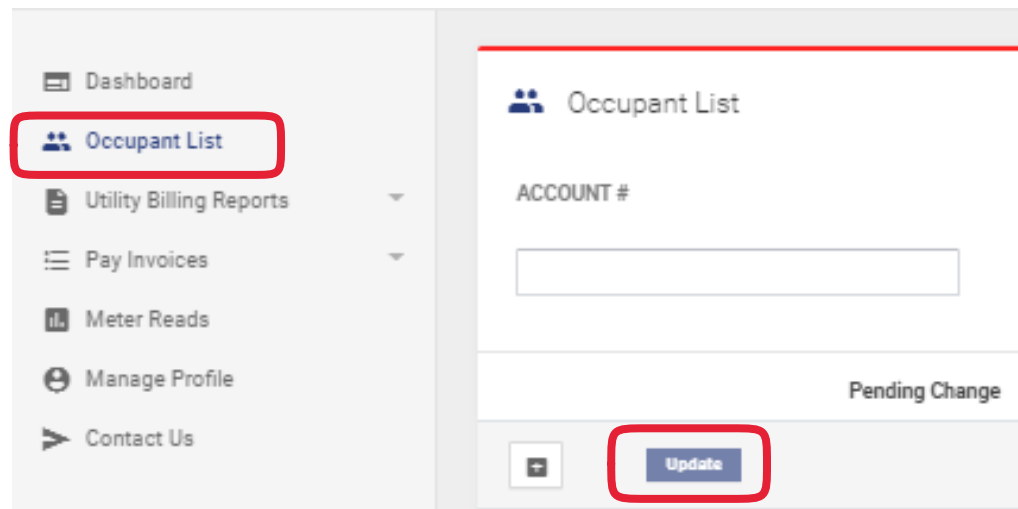
ACH Activity Logs

Description	Amount	Payment Date	Logged On	By
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How to submit a move in/out or request a “final bill”

We have added a new feature for submitting move in/out and requesting final bills via your myguardianwp.com portal. Please note that we are working on additional updates to myguardianwp.com that will allow your move in/out and final bills to be processed automatically. We will send you a notification about when this feature is ready to be launched. In the meantime, please understand that if you are requesting a final bill, a Guardian representative will email you the final bill.

To submit a move in/out, start by navigating to “**Occupant List**” out to the left side of the screen.



Find the resident you want to move in/out and click “**Update**” on the left side of the line. Please note that you may filter by account number to locate the desired resident.

Once you select “**Update**” you will need see the “**Request Form**” shown below:

Request Form

For “**Type of Request**”, select “**Move In/Out Request**”. If you are moving the resident out, then you need to select the move out date.

You may also select if you would like Guardian to email you a final bill on the selected date (If a final bill is not needed, then leave this box unchecked).

You may also select that you would like to move a new resident in if you are moving one out.

Please note that you only need to input a meter read if the property is read manually by a meter reader. If your property is read electronically instead, you should leave this blank.

Fill in the authorization name and email; you may also cc other email addresses as needed. You will click “**Send**” to submit. To void, simply click “**Cancel**”.

Guardian will then process the request and email you a final bill if applicable.

Please note that the request will be processed with the appropriate reading/billing cycle, so it may take up to about 30 days to see it reflected in the system. Move outs with final bills will be processed on or after the move out date.

Type of Request Move In/Out Request

Information For Move Out

Move Out Date

Please produce a final bill (please note that the bill will be emailed to you by a Guardian representative on or after the selected date)

Move resident out & move new resident in

Please note:
If your property is manually read by a meter reader, please provide Guardian with a meter read for the requested date. Otherwise, if left blank, Guardian will bill according to our billing cycles.
If your property is read electronically, please leave this section blank.

Recent Read 5306 Cubic Feet Billed On 1/17/2020

Meter Read

Authorization

Authorized By

Authorization Email

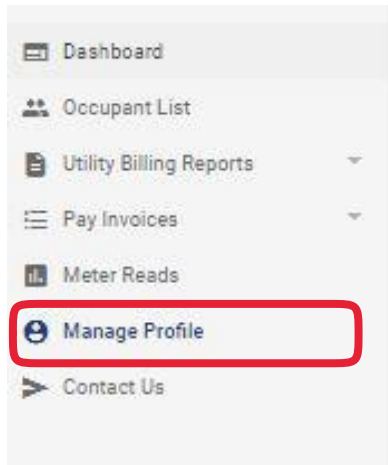
Email (cc)
Separate CC emails with a semi-colon (;) Example "john@test.com; bob@yahoo.com"

Please note:
Please note that due to the timing of our billing cycles, it may take up to 30 days to process this request. Thank you for your patience.

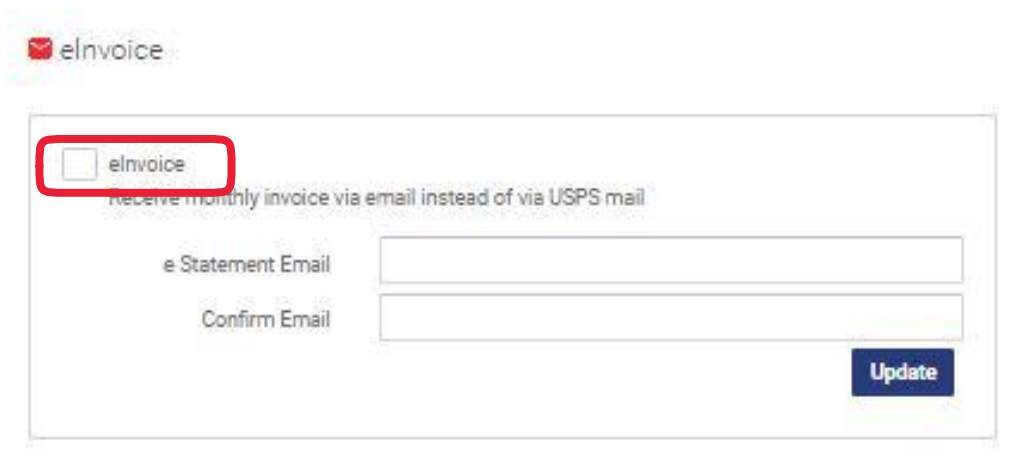
How To sign up for e-Invoices

To ensure the timeliest receipt of your Guardian invoice, we recommend that you sign up for e-Invoices to start receiving your invoice via email.

Navigate to “**Manage Profile**” out to the left.



On this screen, you will see an “**e-Invoice**” option towards the bottom of the page. Check the box next to “eInvoice” and then fill in and confirm the preferred email address and select “**Update**”. In the future, there will be an option to send your elnvoice to multiple email addresses.

A form titled 'eInvoice' with a red envelope icon. It contains a checkbox labeled 'eInvoice' which is checked and highlighted with a red box. Below the checkbox is the text 'Receive monthly invoice via email instead of via USPS mail'. There are two text input fields: 'e Statement Email' and 'Confirm Email'. A blue 'Update' button is located at the bottom right of the form.