

# NATIONAL WATER SUPPLY AND DRAINAGE BOARD

## ONLINE PAYMENT METHODS

You can make a payment online to the NWSDB using the following three methods:

1. Using the SMART Pay App
2. Using the Customer SelfCare App
3. Using SMARTZone Web Portal

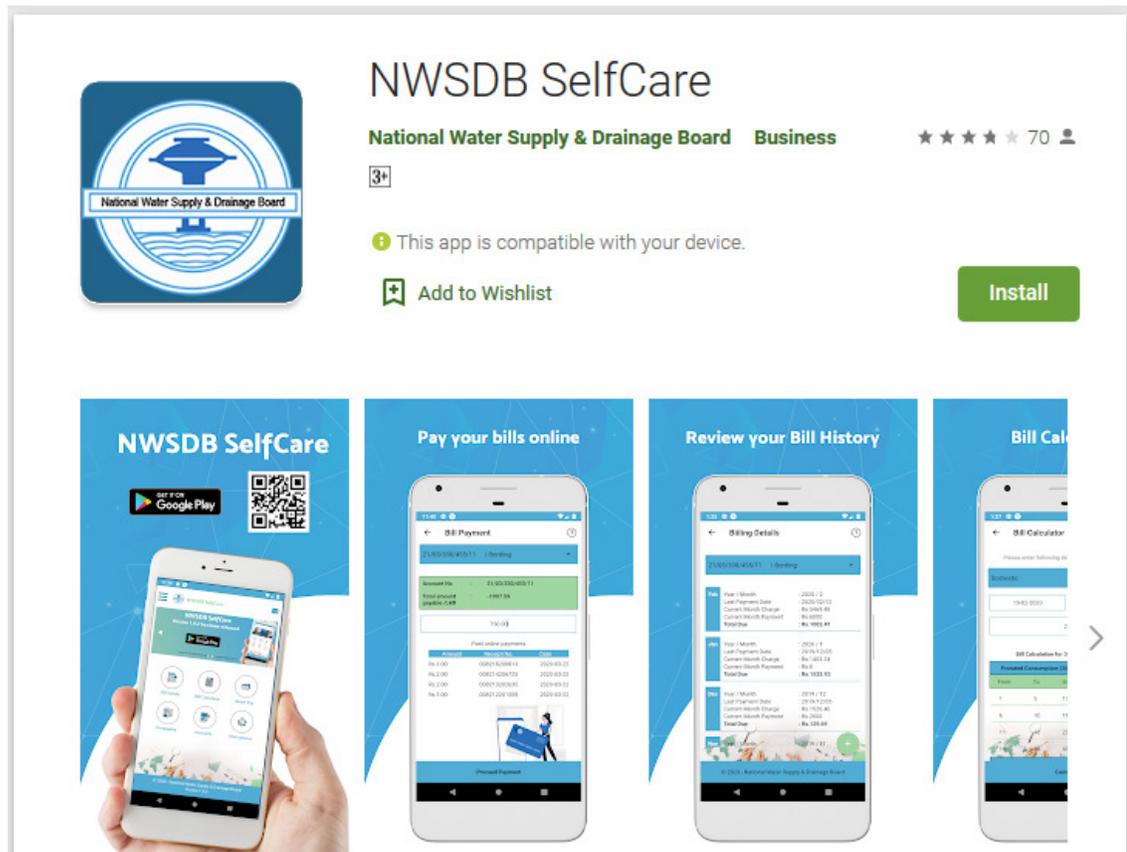
## SMART Pay App

This app is available in Google Play and can be downloaded easily in to your SMART Phone (Android). To find it search for NWSDB SMARTPay in the Google Play Store.

The screenshot displays the Google Play Store listing for the NWSDB SMART Pay app. The app icon features the NWSDB logo. The title is 'NWSDB SMART Pay' and the developer is 'National Water Supply & Drainage Board Business'. A green badge indicates '3+' reviews. A message states 'This app is compatible with your device.' There is an 'Add to Wishlist' button and a prominent green 'Install' button. Below the listing are four preview images showing the app's interface: a hand holding the phone, a 'Quick and easy' screen with an account number field, a 'View your outstanding amount' screen showing a balance of \$2,000.00, and a 'Pay your' screen with a payment amount of \$3.00.

After installing this app, you can make a bill payment on any account number. Remember to verify whether it is your account, by checking the customer's name and address which is displayed by the system once you enter the account number. Enter the amount you pay and touch the [Proceed Payment] button at the bottom of the screen to display the secure payment page where you have to enter the credit card number and other information to complete the transaction.

# Using the Customer SelfCare App



This app also can be downloaded from Google Play. After installing the app, you have to create your profile and user credentials before using the app. You can use the sign up option to create your profile and user credentials.

Your profile can have multiple accounts attached to it and subsequent pages will allow you to choose the account from the drop down list.

There is a button called SMART Pay which is used to take you to the online payment page, which is similar in functionality as the one described above (under SMART Pay App).

You can see that there are many other functionalities in this app in addition to making online payments.

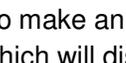
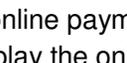
## Customer Care SMART Zone Web Portal

This portal can be accessed by using the URL <https://ebis.waterboard.lk/SMARTZone>. The home page is like this.


**SAVE TIME  
PAY YOUR BILLS  
ONLINE!**

**New Connections?**  
 **New Connection**     **New Connection Status**

**Already a Customer?**  
 Account No:

 **Water Bill Payments**     **Summary**  
 **Balance Inquiry**     **Monthly Bill Summary**  
 **Payment Status**     **Bill Copy**  
 **Bill Calculator**

**Welcome to SMART Zone!**  
 Enjoy the customer centric SMART services, offered to you by NWSDB Digital Experience Platform

**Online Payments**  
 You can pay your water bills, new connection charges and charges for other services online using your credit card.



To make an online payment, click on the image 'SAVE TIME, PAY YOUR BILLS ONLINE!' which will display the online payment screen.


**SAVE TIME  
PAY YOUR BILLS  
ONLINE!**

**Online Payments**  
 It is so easy now to make your payments. You can pay water bill outstandings, charges for new connections or for various other services such as reconnections, meter shifting, etc. using this online payment portal.

Payment Type:     Bill Payment     New Connection Charges     Other Services

**Bill Payments**  
 Enter Account Number (as shown in your bill eg. 10/25/131/279/14) and click on [Get Details] button to see the details.

Account No:   

Amount you Pay (Rs.)   

