Here is the link that you can use to show how to register a new payee in OLB.   If individuals search Ste. Rose they need to be sure to have the period and a space between Ste. and Rose. This will assist in finding the various water and tax accounts.   I believe where some of the confusion lies is whether its registered under the town or municipality as four possible accounts show up in the payee list.   When clients click on the payee is does provide further information regarding length of billing account number, etc. Clients are welcome to call Online banking for assistance or come by the branch and we can assist with registering. I hope this helps.

https://www.youtube.com/watch?v=4eBjm3T67r4&list=PLDrjL0d9HdraYAj8-BpLiOcO8--bXenv2