Utility Billing Customer Self Service
Instructions for Registering Your Account

Step 1: Register

At the login page select “Sign Up”
Step 2: Enter Your information

Enter email, new password along with your first and last name. Then click the “sign up” button.
Step 3: Go to Your Email

Select “activate account”
You will be redirected to the City’s website and are now registered.

**Step 3: Link Your Utility Account**

Select “Link to Account”
Enter your Account ID and Customer ID. These numbers are located at the top of your billing statement (see an example statement). The Account ID is after the dash, the Customer ID is before the dash. Both have six digits.

Once your Account ID and Customer ID are submitted, you will see your account listed in the accounts section. Repeat this process if you have multiple accounts.
To view an individual account summary, click on the account number link.

Here you can request change of address, manage bills, view balance and link your utility billing account(s).
To log out, click the customer name icon in the upper right-hand corner and select “Log Out.”