

HOW TO SIGN UP FOR

Tucson's Online Utility Pay System



You must enroll in this **NEW** online service to link your payment information if you:

- Use autopay
- Pay your bill electronically
- Want to go green
- Receive your bill electronically



TIP: Review this how-to as you enroll or download and print it for reference

12 MIN



Create a new secure account in about 12 minutes



Ready? Let's get started!

For quicker sign-up, grab these **two items**



TIP: E-Check is the preferred method

Payment method



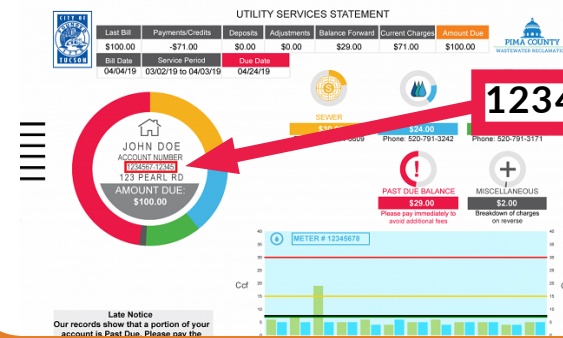
bank routing/account info (check)



or credit card

Your utility account number

from your paper or online utility statement



Connect!

Use any device with a **web browser**





Type tucsonaz.gov/payutility into your browser

OR









Visit tucsonaz.gov and click on **Pay Your Water Bill**

Start Here to Sign-up

 **TUCSON WATER**
A proud part of the City of Tucson



Customer Portal

[English](#) | [Español](#)

Login

Email

Password

Don't have an account [Register Now](#)

Login [Forgot your password?](#)

Make One-Time Payment

Pay your bill in 3 easy steps without registering. All you need is your account number from your paper bill.

Payments made prior to 6pm MST will be posted to your account next day. Payments made after 6pm MST will be posted within 48 hours. For each payment, you will receive a confirmation number for your records.

Pay Now

Click on Register Now



Complete ALL the required info

Email Address

james@tucsonaz.gov

Email Address is Case sensitive - Please use lower case letters.

- must be at least 10 characters in length
- must contain at least one number and one letter
- only alphanumeric and special characters are allowed

Create a password according to guidelines

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

Strong

Password

.....

Re-enter password

.....

TIP: Remember, save your password

First Name

James

Last Name

XXXXXXXX

Phone Number

5207444622

Mobile Number

5207444622

ZIP Code:

85701

Security Question 1

In what city were you born?

Select & answer two security questions

Security Answer 1

Tucson

Security Question 2

In what city did you meet your spouse/significant other?

Security Answer 2








Tucson

Enroll

Cancel

Be sure to click ENROLL

TIP: If you don't fill in all fields, the system won't let you proceed. Scroll to the top of the screen to see info in red about the fields you need to correct

-  Accounts
-  Pay My Bill
-  AutoPay
-  Bill History
-  Payment History
-  External Payments
-  My Wallet

Add Account

Account Information

Payment Type


Utility Bill


Please enter your account number


Account Number
XXXXXXX-XXXXXX


Street Number
6255


Account Alias (optional)
Enter a descriptive name (optional)


Paperless 


No 

E-Bill Notification For New Bills 

Receive email notification 

Receive SMS notification 

Bill Summary Notifications 

Bill Summary - Pay By Text 

Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

[Back to Accounts](#) [Add Account](#)

Enter the account number on your utility statement - include the dash. **Do not add any leading zeros!**

Enter just your street number - no name required
If you live at 6789 Jones St., only enter 6789

This is optional

 **TIP: Click on ? if you want more info or to see an example**

Where is my Account Number

UTILITY SERVICES STATEMENT

Last Bill	Payments/Credits	Deposits	Adjustments	Balance Forward	Current Charges	Amount Due
\$100.00	-\$71.00	\$0.00	\$0.00	\$29.00	\$71.00	\$100.00

Bill Date: 04/04/19 | Service Period: 03/02/19 to 04/03/19 | Due Date: 04/24/19

SEWER: \$20.00 | WATER: \$24.00 | ENVIRON. SVC: \$15.00


PAST DUE BALANCE: \$29.00 | MISCELLANEOUS: \$2.00

METER # 12345678

Current Usage: 3740 Gallons (5 Ccf)

Go Paperless Here!

Click here to say YES to paperless. You'll receive your statement via email instead by mail

Paperless ?  paper

No

E-Bill Notification For New Bills ?

Receive email notification ?

Receive SMS notification ?

Bill Summary Notifications ?

Bill Summary - Pay By Text ?


Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

[Back to Accounts](#) [Add Account](#)

Tucson Water is encouraging customers to select YES to go green, with less clutter and more convenience

Paperless ?  ebill

Yes

E-Bill Notification For New Bills ?

Receive email notification ?

Receive SMS notification ?

Bill Summary Notifications ?

Bill Summary - Pay By Text ?

Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.


[Back to Accounts](#) [Add Account](#)

E-Bill Notifications

Select **how you want to be notified** that a new utility statement is ready for you to pay
Select one or both of these two options

Paperless ?

Yes No



E-Bill Notification For New Bills ?

Receive email notification ?

Receive SMS notification ?

Bill Summary Notifications ?

Bill Summary - Pay By Text ?

Terms & Conditions


[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.



[Back to Accounts](#) [Add Account](#)

1. Email notification


2. SMS or Text notification


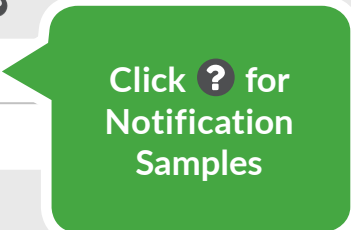
 **TIP:** If you clicked YES to paperless, the system automatically selects Email notification. You can also click the SMS/Text notification!


See Examples of E-Bill Notifications


Paperless  


Yes

E-Bill Notification For New Bills 

Receive email notification  

Receive SMS notification 

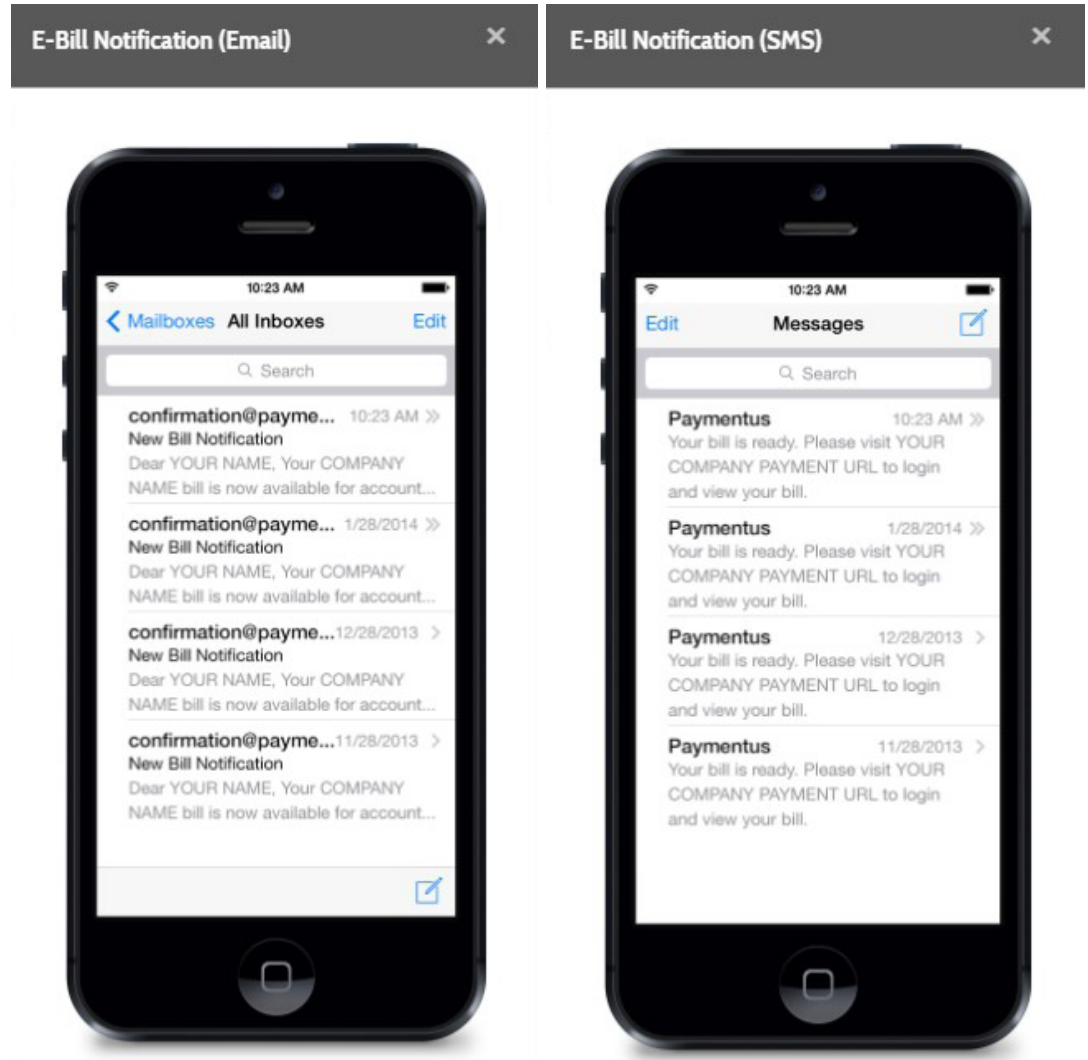
Bill Summary Notifications 

Bill Summary - Pay By Text 

Terms & Conditions



[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.





Bill Summary


Select **to receive and pay by text** for your utility statement.


Paperless  


Yes

E-Bill Notification For New Bills 

Receive email notification 

Receive SMS notification 


Bill Summary Notifications 

Bill Summary - Pay By Text 

Starting from your next bill and on, review and pay your balance via text message.
Mobile phone number used: (520) 744-4622

Select Payment Method for Bill Summary Notifications

Selected payment method will be used to pay for Secure PDF eBills and/or Pay by Text.

 Add new

Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.


Bill Summary - Pay by Text. You will receive your bill via text. You will be able to pay by text!



TIP: Click  to see a sample of Pay by Text

You're Almost Done!

Click to **select payment method info.** Follow the prompts to input your info

Paperless 

Yes

E-Bill Notification For New Bills

Receive email notification

Receive SMS notification


Bill Summary Notifications

Bill Summary - Pay By Text

Starting from your next bill and on, review and pay your balance via text message.
Mobile phone number used: (520) 744-4622

Select Payment Method for Bill Summary Notifications

Selected payment method will be used to pay for Secure PDF eBills and/or Pay by Text.

 **Click here to add payment method and info**

Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

[Back to Accounts](#) [Add Account](#)

Add Payment Method

E-Check echeck

TIP: We recommend you select E-check - it never expires!

Where can I find my routing and account number?

Routing: 123451234 Account: 32182351234 Check OR Routing: 123451234 Check: 5284

Account Type
 Checking Savings

Routing Number: XXXXXXXX **Account Number**: XXXXX

Bank Name: PIMA FEDERAL CREDIT UNION **Name on Account**: James XXXXXXXX

[View Authorization Agreement for direct debit payment \(ACH Debit\).](#)

I authorize ACH direct debit payment (ACH Debit).

[Back](#) [Add](#)

You must enter your name exactly as it appears on your account. The name on the account, and routing and account numbers must all match your bank info.

After entering your info, click here to add your payment method

Paperless ?

Yes



E-Bill Notification For New Bills ?

Receive email notification ?

Receive SMS notification ?

Bill Summary Notifications ?

Bill Summary - Pay By Text ?

Starting from your next bill and on, review and pay your balance via text message.

Mobile phone number used: (520) 744-4622

Select Payment Method for Bill Summary Notifications

Selected payment method will be used to pay for Secure PDF eBills and/or Pay by Text.

echeck *5442

Add new

Terms & Conditions

Read the Terms

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

Click to checkmark

Back to Accounts

Add Account

Be sure to click here to enroll

Success!

You're now linked to the new utility pay system



Customer Portal

- Accounts
- Pay My Bill
- AutoPay
- Bill History
- Payment History
- External Payments
- My Wallet
- My Profile
- Log out

Account Created

Payment Type	Utility Bill
Account Number	XXXXXXXX-XXXXXX
Street Number	6255
Paperless	Yes

[Back to Accounts](#)

Where is my Account Number

UTILITY SERVICES STATEMENT

Last Bill	Payments/Credits	Deposits	Adjustments	Balance Forward	Current Charges	Amount Due
\$100.00	-\$71.00	\$0.00	\$0.00	\$29.00	\$71.00	\$100.00

Bill Date: 04/04/19	Service Period: 03/02/19 to 04/03/19	Due Date: 04/24/19
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SEWER
\$30.00
Phone: 520-724-6609

WATER
\$24.00
Phone: 520-791-3242

ENVIRON. SVC.
\$15.00
Phone: 520-791-3171

PAST DUE BALANCE \$29.00 <small>Please pay immediately to avoid additional fees.</small>	MISCELLANEOUS \$2.00 <small>Extension of charges on reverse</small>
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METER # 12345678

Late Notice
Our records show that a portion of your account is Past Due. Please pay the Balance Forward now to prevent service interruptions or possible penalties. If you have recently paid this amount, please disregard this message.

Current Usage	Water Usage	Current Read	Previous Read	Usage (Ccf)
3740	123	129	8	5
Last Year Usage				5

Your Account Dashboard

Now that you're linked to the new system, you can **click on these icons to handle:**

The screenshot shows the Tucson Water Account Dashboard interface. At the top, there are logos for Tucson Water and the City of Tucson. Below the logos is a list of account management options, each with an icon and a callout box explaining its function:

- Accounts**: Any of your registered accounts
- Pay My Bill**: Select for one-time payment
- AutoPay**: Set up to autopay your bill each month
- Bill History**: Displays your bill history
- Payment History**: Displays your payment history
- External Payments**: Shows payments via Pay by Text
- My Wallet**: Lists your payment options
- My Profile**: You can update this as needed
- Log out**: Bye bye

At the bottom of the dashboard, it is powered by Paymentus and includes links for [Privacy Policy](#), [Privacy Notice to California Residents](#), [Website Conditions of Use](#), and [Payment Authorization Terms](#).

To Get Help



Help setting up your
NEW bill pay account



Call
520-791-3253



Solving issues with
a bill pay account
you've **already set up**



Call
1-800-420-1663



Help with your
utility billing itself



Call
520-791-3242