

## 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



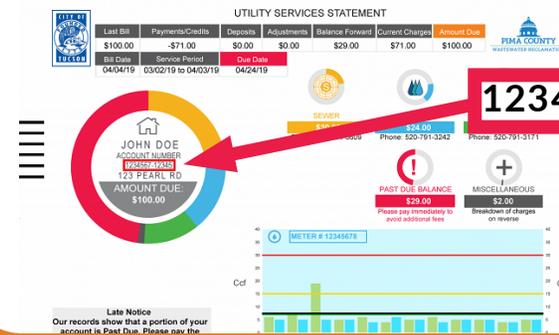
bank routing/account info (check)



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](https://tucsonaz.gov/payutility) into your browser

OR

Visit [tucsonaz.gov](https://tucsonaz.gov) and click on **Pay Your Water Bill**

# Start Here to Sign-up



Customer Portal



[English](#) | [Español](#)

## Login

### Email

someone@example.com

### Password

Password

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

Login

[Forgot your password?](#)

Click on Register Now

## 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



Complete ALL the required info

Email Address

Sara@tucsonaz.gov

Email Address is Case sensitive - Please use lower case letters

Passwords must meet the following requirements:

- 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

Sara

Last Name

xxxxxxx

Phone Number

5208859009

Mobile Number

5208859009

ZIP Code:

85701

Select & answer two security questions

Security Question 1

In what city were you born?

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 as shown on your bill, including the dash.

#### Account Number

XXXXXXXX-XXXXXX

Enter the account number on your utility statement – include the dash!

#### Street Number

6255

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

#### Account Alias (optional)

Enter a descriptive name (optional)

This is optional

#### Paperless

No



#### E-Bill Notification For New Bills

Receive email notification 

Receive SMS notification 

#### Bill Summary Notifications

Secure PDF eBills 

Bill Summary - Pay By Text 



**TIP:** Click on  if you want more info or to see examples

#### Terms & Conditions

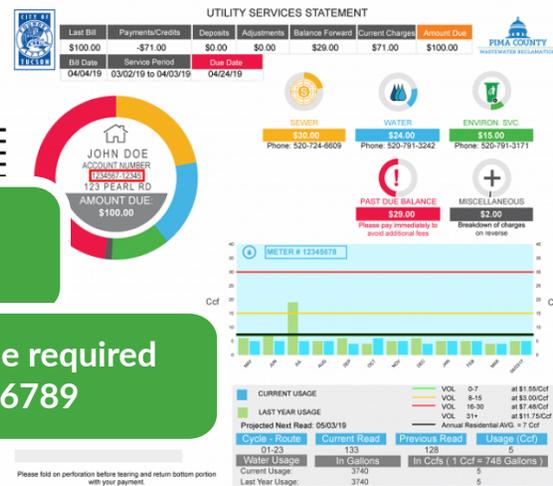
[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

[Back to Accounts](#)

[Add Account](#)

### Where is my Account Number



# Go Paperless Here!

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

**Paperless**    
 No

**E-Bill Notification For New Bills** 

Receive email notification 

Receive SMS notification 

**Bill Summary Notifications** 

Secure PDF eBills 

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**    
 Yes

**E-Bill Notification For New Bills** 

Receive email notification 

Receive SMS notification 

**Bill Summary Notifications** 

Secure PDF eBills 

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** 

Secure PDF eBills 

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  No 

**E-Bill Notification For New Bills** 

Receive email notification 

Receive SMS notification 

**Bill Summary Notifications** 

Secure PDF eBills 

Bill Summary - Pay By Text 

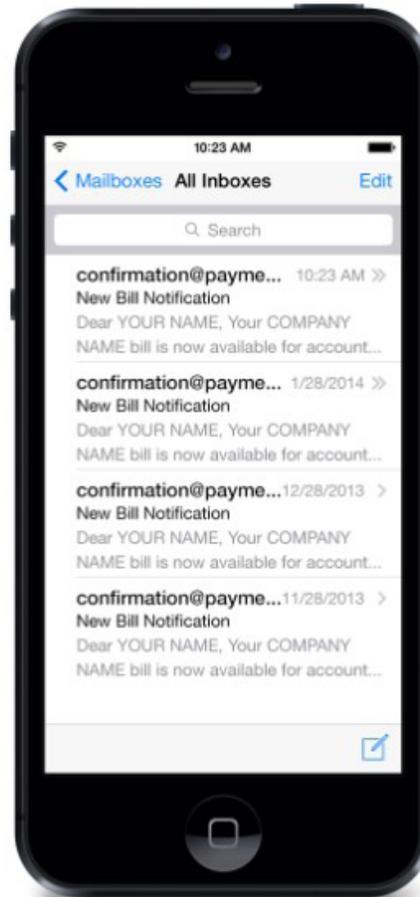
**Terms & Conditions**

[Read the Payment Authorization Terms](#)

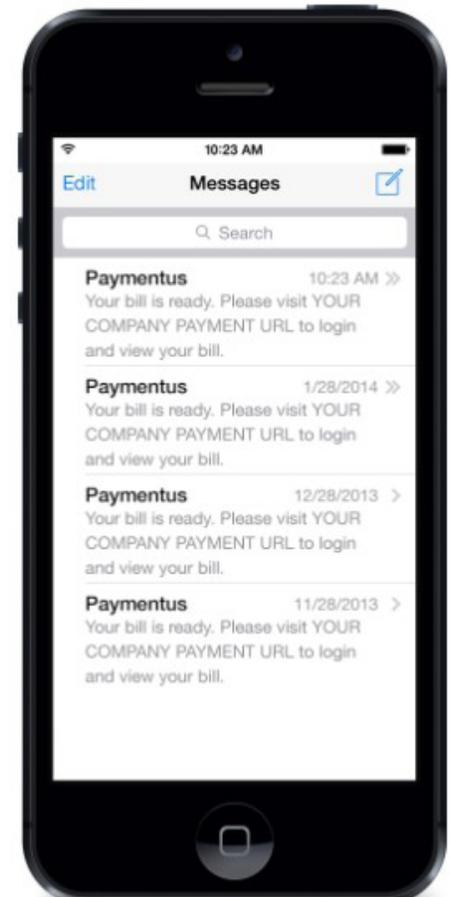
I agree to the Payment Authorization Terms.

Click  for Notification Samples

E-Bill Notification (Email) 



E-Bill Notification (SMS) 



# Bill Summary Options

Select **how you want to receive and pay** for your utility statement. Select one or both of these two options

1. Secure PDF eBills. Your statement will be emailed to you as a secure and password-protected PDF. Select this option and you must create a password to view the encrypted attached bill

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

**Paperless** 

Yes 

**E-Bill Notification For New Bills** 

Receive email notification 

Receive SMS notification 

**Bill Summary Notifications** 

Secure PDF eBills 

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) 885-9009

**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.



**TIP:** Click  to see samples of Pay by Text and Pay by Secure PDF

# You're Almost Done!

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

**Paperless**  

Yes  No

**E-Bill Notification For New Bills** 

Receive email notification 

Receive SMS notification 

**Bill Summary Notifications** 

Secure PDF eBills 

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) 885-9009

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

echeck

**Where can I find my routing and account number?**



Routing Account Check OR Routing Check Account

**Account Type**

Checking  Savings

**Routing Number**  **Account Number**

**Bank Name**  **Name on Account**

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

I authorize ACH direct debit payment (ACH Debit).

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

**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 ?

Secure PDF eBills ?

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) 885-9009

Select Payment Method for Bill Summary Notifications

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

 \*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

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

**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  
Please pay immediately to avoid additional fees.

**MISCELLANEOUS**  
\$2.00  
Extension of charges on reverse

**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.

Cycle - Route	Current Read	Previous Read	Usage (Ccf)
0123	123	120	3
Water Usage	in Gallons	in Ccfs (1 Ccf = 748 Gallons)	
Current Usage:	3740	5	
Last Year Usage:	3740	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 left are the logos for Tucson Water and the City of Tucson. Below the logos is a vertical list of icons and labels. Each icon is accompanied by a green callout bubble with a white arrow pointing to the icon. The items are: Accounts (people icon), Pay My Bill (hand holding card icon), AutoPay (calendar icon), Bill History (document icon), Payment History (wallet icon), External Payments (document with arrows icon), My Wallet (wallet icon), My Profile (gear icon), and Log out (door icon). At the bottom of the dashboard, it says 'Powered by Paymentus' and lists links for Privacy Policy, Privacy Notice to California Residents, Website Conditions of Use, and Payment Authorization Terms.

- 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 Secure PDF E-bill or Pay by Text
- My Wallet**: Lists your payment options
- My Profile**: You can update this as needed
- Log out**: Bye bye

Powered by **Paymentus**  
[Privacy Policy](#)  
[Privacy Notice to California Residents](#)  
[Website Conditions of Use](#)  
[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**