



Tucson Utility Billing (Click2GovCX) A User's Guide

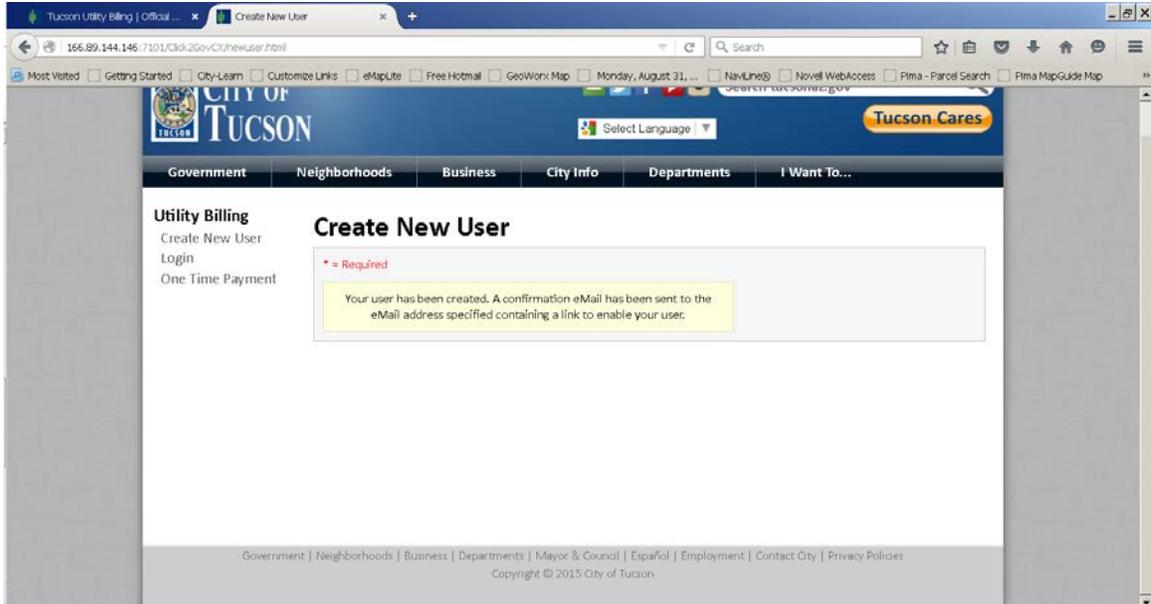
Sign up for Tucson Utility Billing:

Go to <https://www.tucsonaz.gov/cotutilities/Click2GovCX/index.html>.

Click on “Create New User” at left and follow the instructions on the page. Be prepared to create and confirm a password AND select and answer three security questions from the choices provided.

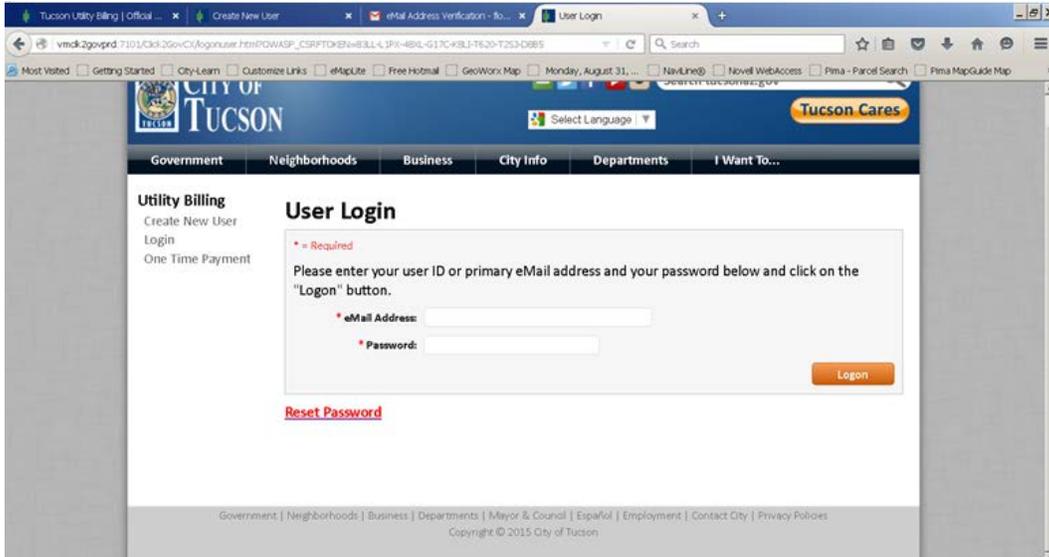
A password must have at least one upper case letter and one number.

Once all required fields are complete, click “Create New User” at bottom right. A screen notice will appear stating that a confirmation eMail with a link has been sent to the address you specified. Go to your mailbox and click on the confirmation eMail to activate your new Tucson Utility Billing Account.

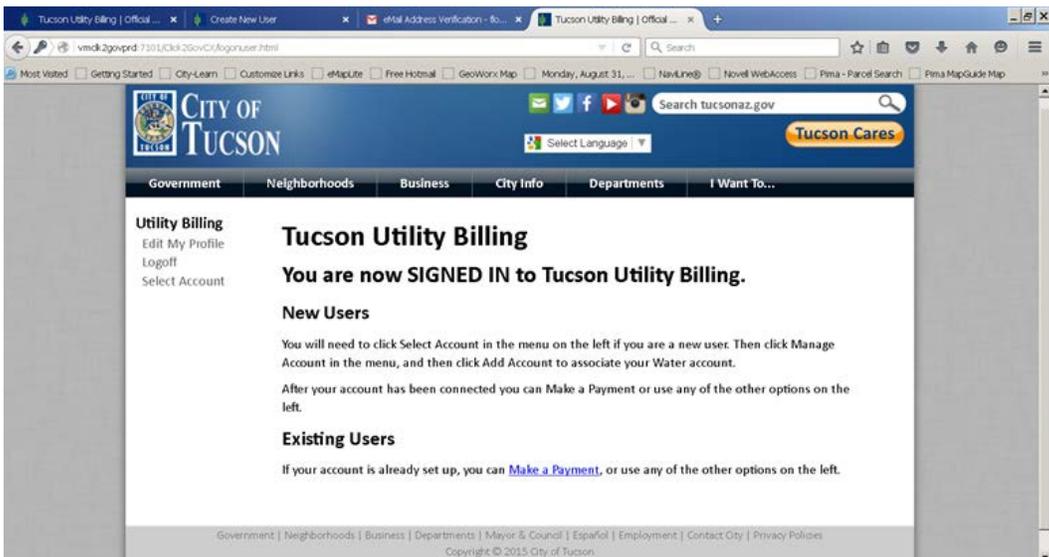


You may also make a One Time Payment from this page without establishing a new user account. Have your Account Number and your method of payment handy and click on the “One Time Payment” link on the left.

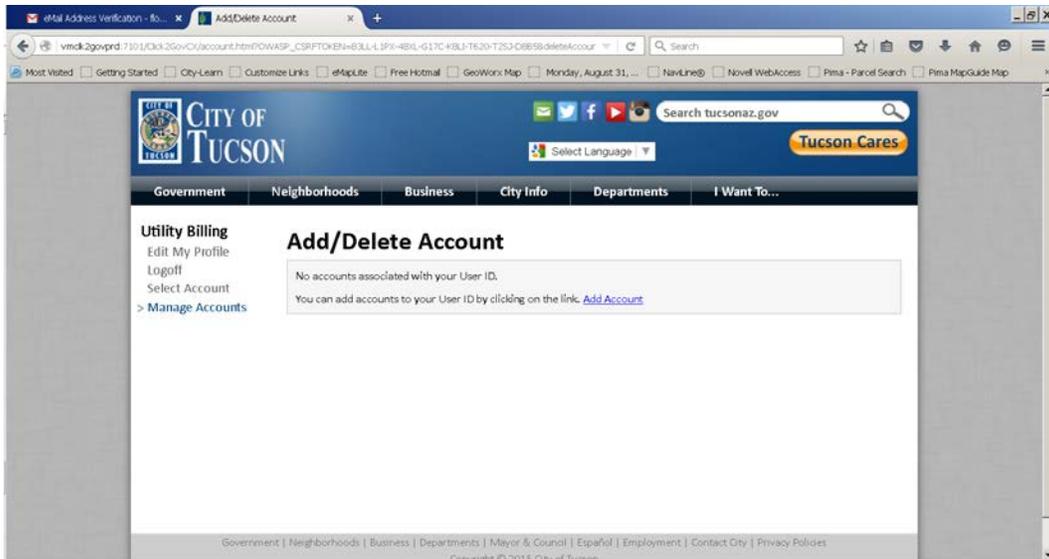
Once your account is enabled (activated), click on “Login” at left. Enter your eMail Address and Password, then click “Logon” at right to sign in. Note that this page also features the option to reset (recreate) a password by answering the three security questions that you previously selected.



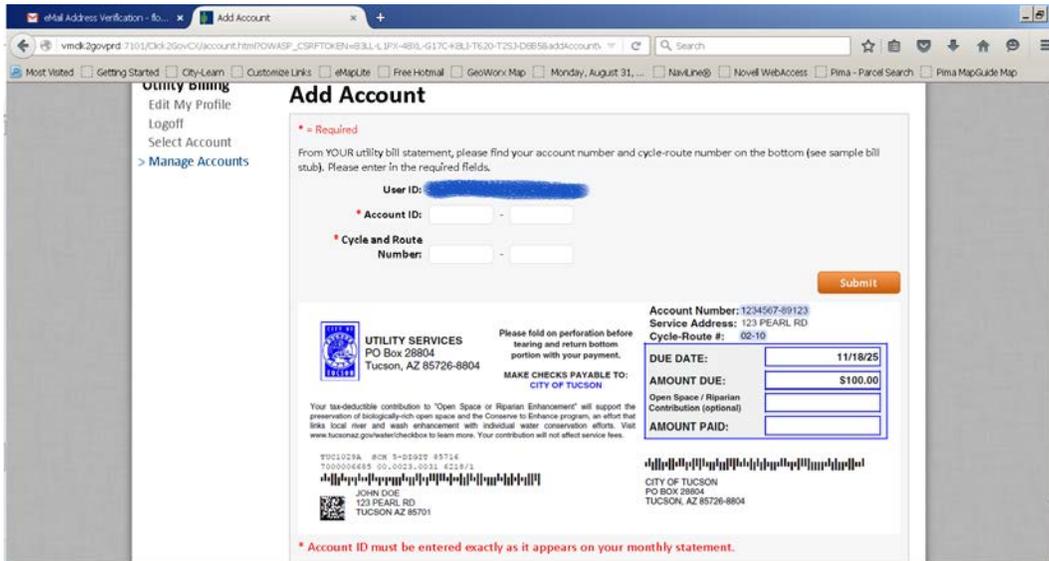
Click “Select Account” at left to begin the process to add or access an account. Note that a utility account may be attached to only one e-mail address.



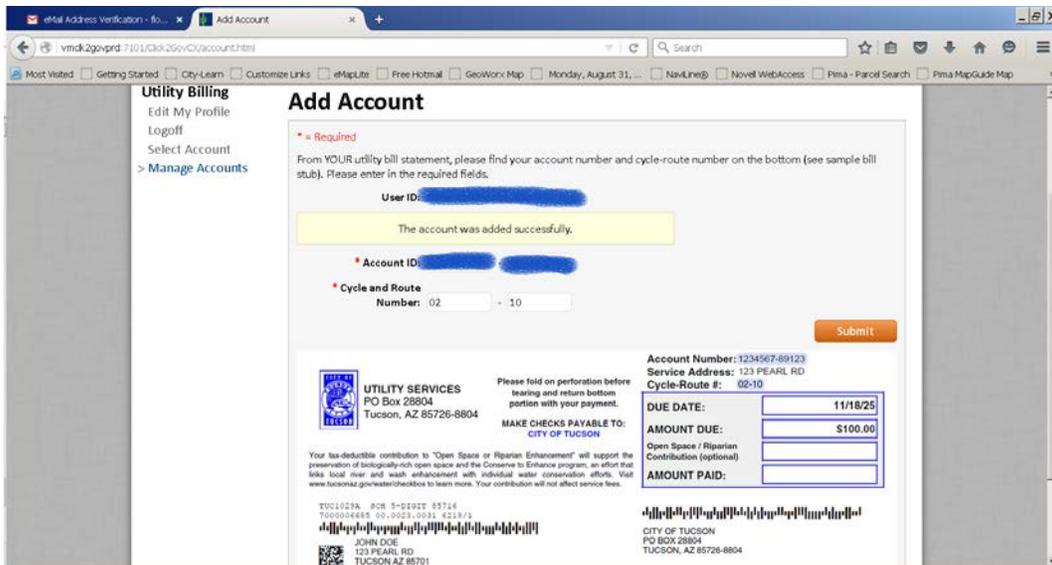
To add (or delete) one or more accounts, click “Select Account” at left, then “Manage Accounts” to reach the “Add/Delete Account” screen.



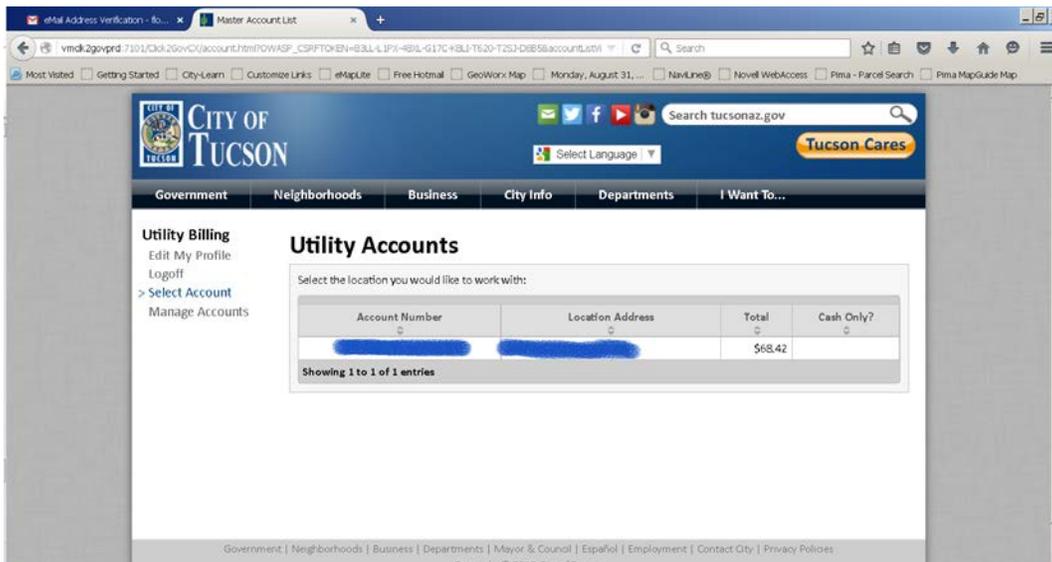
When adding an account, you must enter your Account ID and your Cycle and Route Number. This information is listed on your Utility Services Statement, just above the Due Date/Amount Paid box (see the example below).



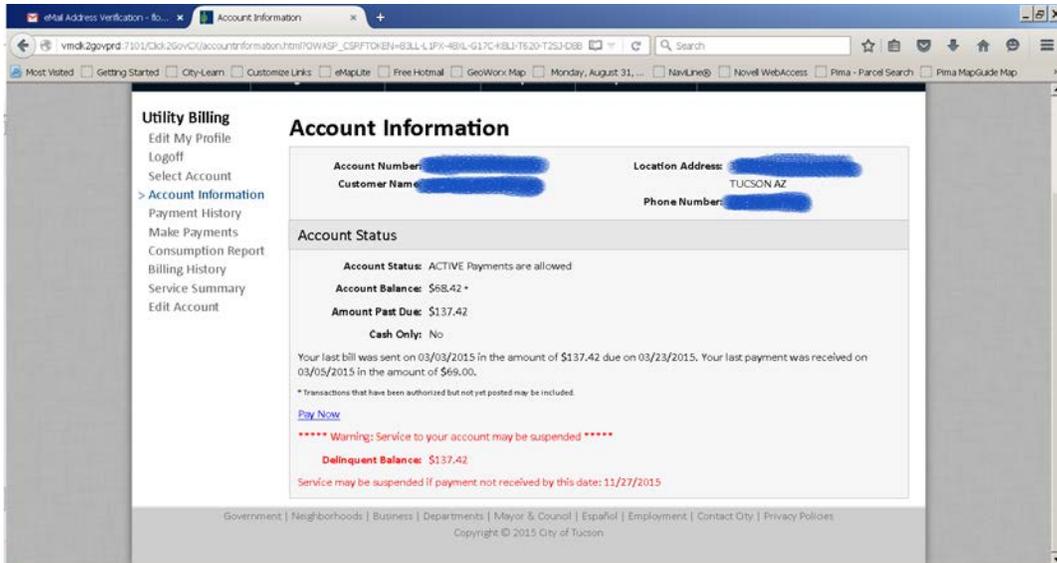
Your account is now added.



To add additional accounts, click “Select Account” at left, then “Manage Accounts,” and repeat the process.

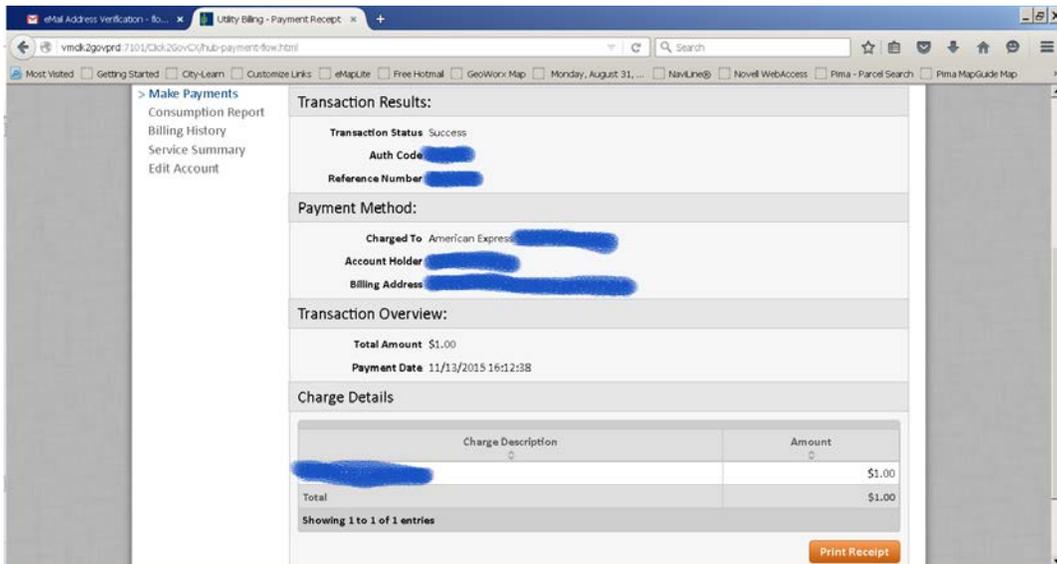


When you wish to access your account(s), click “Select Account” and choose from your Utility Accounts that are listed. Each account number will be highlighted and open in a new screen with several options.



The “Account Information” page offers several options. Your Account Status is displayed as well as any messages or notices related to that account activity.

Click on “Make Payments” at left. Have your payment details (name, card number, billing address, etc.) ready. Confirm payment amount, complete all required fields, and review information before clicking on the Submit button.



Once complete, you will have the option of printing a receipt that will show the transaction results, payment method, and charge details. You can also access other accounts, if applicable, before logging out.

Contact Tucson Water Customer Service with questions or concerns about your Tucson Utility Billing online account:

Call (520) 791-3242 or (800) 598-9449, Monday through Friday, 8:00 a.m. to 5:00 p.m. MST. (Note: Arizona does not observe Daylight Saving Time.) E-mail TWebAcct1@tucsonaz.gov.

Find your Cycle and Route Number:

These are located on the front side of your utility services statement (see page 3). You can also sign up Utility Services eBill at <https://onlinebiller.com/tucson> to view your billing statement and go paperless.

You can make a one-time payment without enrolling in Tucson Utility Billing:
See page 1.

Reset your password:

See page 2.

Pay all or only a portion of your bill:

Tucson Utility Billing will accept partial payments.

Save or change your debit/credit card information online:

Save or change your information in your Wallet, an option located within “Edit Profile.” (See page 2.) You must be signed in to access your Wallet.

There a charge if my debit/credit card transaction is returned:

All returned items are charged the standard reverse payment fee of \$28.

Managing your Tucson Utility Billing account online is safe:

The new Tucson Utility Billing software meets all current required industry compliance standards and provides additional security over the previous version. The payment software is PCI (Payment Card Industry) compliant with dual layer encryption, which is required by the credit card industry. The Payment Card Industry Data Security Standard is a set of requirements designed to ensure that all companies that process, store, or transmit debit/credit card information maintain a secure environment. In addition, Tucson Water’s digital certificate is SHA (Secure Hash Algorithm) 256 encryption.