

# Paperless Bill Sign Up Instructions

## Things you need to add another account in the Customer Portal:

- Your Customer Portal Email and Password
- Your Online Billing Account number

### Step-By-Step Guide:

#### Step 1 - Login

- From our Utility Billing web page click on Online Payment
- On the Client Portal screen enter your email and password, then click on Login

**Step 2** – Ensure you are in the Accounts view. If not, click on the "Accounts" link at the top left

- If you have not set up an account, you will automatically be taken to the "Accounts" screen and will need to add an account before you can continue.

The screenshot shows the City of Thornton Customer Portal interface. At the top left is the City of Thornton Utility Billing logo and the text "Customer Portal". At the top right are logos for VISA, Mastercard, and DISCOVER. Below the header, there is a link: "Para español por favor haga clic [aquí](#)." A yellow arrow points to this link. The main content area is divided into two panels. The left panel is titled "Make One-Time Payment" and contains the text: "Pay your bill in 3 easy steps without registering. All you need is your account number from your paper bill." and "Payments made prior to midnight will be posted to your account next day. Payments made after midnight will be posted within 48 hours. For each payment, you will receive a confirmation number for your records." Below this text is a blue button labeled "Pay Now". The right panel is titled "Login" and contains an "Email" input field, a "Password" input field, and a "Login" button. Below the password field is a link: "Don't have an account [Register Now](#)". At the bottom of the login panel is a link: "Forgot your password?".

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

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### Add Account


**Account Information**


**Payment Type**


 Utility Bill


Please enter your Customer Number and Account Number, including all leading zeros, as shown on your bill. There should be no space between the two numbers.

**Online Customer Account Number**

**Paperless** 

No 

**E-Bill Notification For New Bills** 

Receive email notification 

**Terms & Conditions**

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

### Where is my Account Number

**City of Thornton**  
 Utility Billing  
 9500 Civic Center Drive  
 Thornton, CO 80229  
 Billing & Accounts: 303.558-7373  
 Trash & Recycling: 720-877-6200

Service Address: 181 MAIN STREET

Customer Number: 777777  
 Account Number: 111111  
**Online Customer Account Number: 777777111111**

Having problems paying your utility bill? Check out the Thornton Water Assistance program at [www.thorntonwater.com/water.asp](http://www.thorntonwater.com/water.asp) or call 303-558-7376.

Billing Date	6/10/2015
Previous Balance	\$93.00
Payment(s)	\$56.00
BALANCE FORWARD	\$0.00
CURRENT CHARGES	\$99.27
<b>TOTAL AMOUNT DUE</b>	<b>\$99.27</b>
<b>DUE DATE</b>	<b>06/30/2015</b>

Meter Number	Previous Meter Read	Current Meter Read	Water Used in Billing Cycle
Water: #10-9067000	Date: 5/5/2015 Reading: 500	Date: 6/5/2015 Reading: 672	Units: 12 Gallons: 12,000

**WITHOUT WATER (It should be PRETTY DRY)**

**ACCOUNT SUMMARY**

Previous Bill	\$93.00
Payments	\$50.00
<b>Actual Water Use Tiered Rate</b>	
Tier 1: 9907.12 US	0.95 \$4.08 \$40.59
Tier 2: 1642.25 US	5.95 \$4.08 \$24.18
Water Service Charge	\$5.04
<b>Water</b>	<b>\$64.86</b>
<b>Sewer</b>	<b>\$28.91</b>
Fresh Basic Service	\$13.50
One Add-on! Grabber	\$2.00
<b>Trash Charges</b>	<b>\$16.00</b>
<b>Total New Charges</b>	<b>\$99.27</b>
<b>TOTAL AMOUNT DUE:</b>	<b>\$99.27</b>

**TIP OF THE WEEK**  
 Take advantage of Save Friday and Give Thanks to water saving appliance rebates.

**City of Thornton**  
 Utility Billing  
 9500 Civic Center Drive  
 Thornton, CO 80229

Default on direct bill notice will your payment **PAID ONLINE AT** [www.thorntonwater.com](http://www.thorntonwater.com)

Customer Number: 777777  
 Account Number: 111111  
 Service Address: 181 MAIN STREET  
**Online Customer Account Number: 777777111111**

**TOTAL AMOUNT DUE \$99.27**  
**DUE DATE 12/15/2014**  
 Amount Paid: \$  
 Thank you for your payment!

7777777111111 4 00000009927 4

Step 3 – Click on the “Paperless” button that shows “No”

Accounts

Pay My Bill

AutoPay

Bill History

Payment History

My Wallet

My Profile

Log out

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Add Account

Account Information

Payment Type

Utility Bill

Please enter your Customer Number and Account Number, including all leading zeros, as shown on your bill. There should be no space between the two numbers.

Online Customer Account Number

Without the dash

Paperless ?

No



E-Bill Notification For New Bills ?

Receive email notification ?

Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

Back to Accounts

Add Account

Where is my Account Number

City of Thornton  
Utility Billing  
9500 Civic Center Drive  
Thornton, CO 80229  
Billing & Accounts: 303.558-7373  
Trash & Recycling: 725-877-6200

Service Address: 101 MAIN STREET

Customer Number: 7777777  
Account Number: 1111111  
Online Customer Account Number: 7777777111111

Having problems paying your utility bill? Check out the Thornton Water Assistance program at [www.thorntonwater.com/water.asp](http://www.thorntonwater.com/water.asp) or call 303-558-7376.

Billing Date	6/10/2015
Previous Balance	\$93.00
Payment(s)	\$564.00
BALANCE FORWARD	\$0.00
CURRENT CHARGES	\$99.27
<b>TOTAL AMOUNT DUE</b>	<b>\$99.27</b>
<b>DUE DATE</b>	<b>06/30/2015</b>

Meter Number	Previous Meter Read	Current Meter Read	Water Used in Billing Cycle
Water: #10-9067500	Date: 5/5/2015 Reading: 500	Date: 6/5/2015 Reading: 672	Units: 12 Gallons: 12,000

**WITHOUT WATER (you could be PRETTY DRY)**

ACCOUNT SUMMARY

Previous Bill	\$93.00
Payments	\$564.00
<b>Actual Water Use Tiered Rate</b>	
Tier 1 1992-12.25	0.95 \$4.08 \$24.59
Tier 2 1644-22 UNITS	5.95 \$4.08 \$24.18
Water Service Charge	\$5.04
<b>Water</b>	<b>\$54.36</b>
<b>Sewer</b>	<b>\$26.91</b>
Fresh Basic Service	\$13.50
One Add-onal Controller	\$2.50
<b>Trash Charges</b>	<b>\$16.00</b>
<b>Total New Charges</b>	<b>\$99.27</b>
<b>TOTAL AMOUNT DUE:</b>	<b>\$99.27</b>

TIP OF THE HUB  
Take advantage of Save Friday and Give Thanks to water saving appliance rebates.

City of Thornton  
Utility Billing  
9500 Civic Center Drive  
Thornton, CO 80229

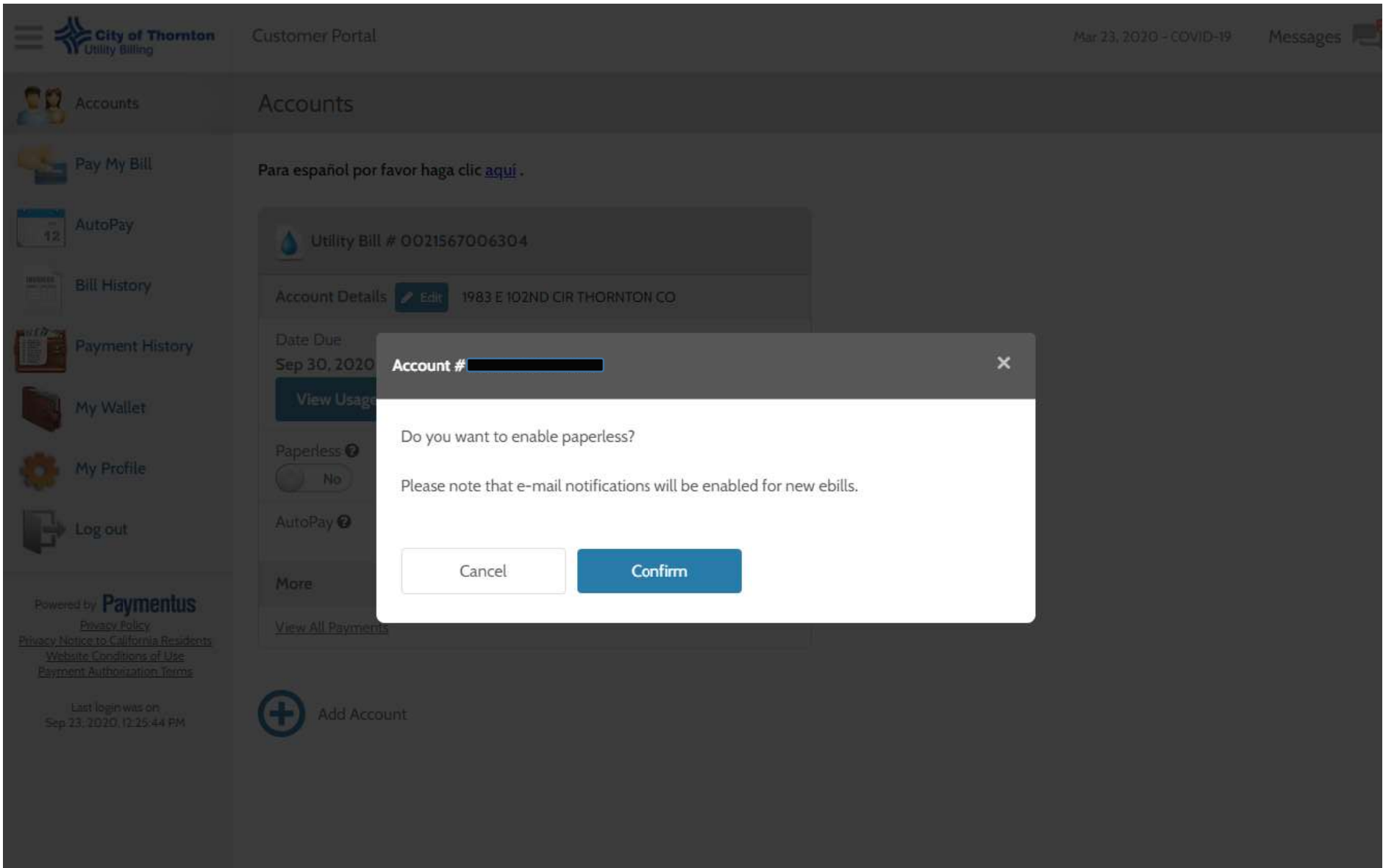
Default on direct bill notice with your payment  
PAY ONLINE AT [www.thorntonwater.com](http://www.thorntonwater.com)

Customer Number: 7777777  
Account Number: 1111111  
Service Address: 101 MAIN STREET  
Online Customer Account Number: 7777777111111

**TOTAL AMOUNT DUE \$99.27**  
**DUE DATE 12/15/2014**  
Amount Paid: \$  
Thank you for your payment!

7777777111111 4 00000004927 4

Step 4 – The window below will open, click “Confirm” to continue



**Step 5** – You are all set, now you will receive your bills via email and starting with your next bill, you will be able to view your bills online.  
**You are all done! You can click on another menu item or log out.**



Accounts

## Accounts



Pay My Bill



AutoPay



Bill History



Payment History



My Wallet



My Profile



Log out

Para español por favor haga clic [aquí](#).



Utility Bill # [REDACTED]

Account Details [Edit](#) [REDACTED]

Date Due  
Sep 30, 2020

Amount Due  
\$32.12

[View Usage](#)

[Pay Bill](#)

Paperless <sup>?</sup>

Yes



ebill

AutoPay <sup>?</sup>

[AutoPay](#)

More

[View All Payments](#)

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Last login was on  
Sep 23, 2020, 12:25:44 PM



Add Account