

# 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 for Spanish: "Para español por favor haga clic [aquí](#)." A yellow arrow points to the "Login" option. The "Login" panel contains fields for "Email" and "Password", a "Login" button, and a link for "Forgot your password?". The "Make One-Time Payment" panel provides instructions on how to pay a bill and includes a "Pay Now" button.

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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 & Account Inquiries 303-558-7373  
 Trash & Recycling 720-877-8220

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.thorntoncolorado.com/water.asp](http://www.thorntoncolorado.com/water.asp) or call 303-558-7376.

Bill Date	6/10/2015
Previous Balance	\$95.00
Payment(s)	\$50.00
BALANCE FORWARD	\$0.00
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 81040087000	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: \$95.00  
 Payments: \$50.00

Actual Water Use Tiered Rate	Usage	Rate	Total Tier Charge
Tier 1 4,000' (3.00)	5.95	\$4.08	\$24.55
Tier 2 4,001-22 Units	5.95	\$4.08	\$24.18
Water Service Charge			\$5.64
<b>Water</b>			<b>\$54.36</b>
<b>Sewer</b>			<b>\$29.91</b>
Fresh Basic Service		\$13.50	
One Add'l 60L Container		\$2.00	
<b>Trash Charges</b>			<b>\$16.00</b>
<b>Total Sewer Charges</b>			<b>\$99.27</b>
<b>TOTAL AMOUNT DUE:</b>			<b>\$99.27</b>

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

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

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 0000000492? 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



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

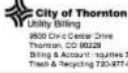
[Read the Payment Authorization Terms](#)

 I agree to the Payment Authorization Terms.

Back to Accounts

Add Account

Where is my Account Number



City of Thornton  
Utility Billing  
950 Civic Center Drive  
Thornton, CO 80229  
Billing & Account: 303-558-7373  
Trash & Recycling 720-877-8220

Service Address: 181 MAIN STREET

Customer Number: 1111111  
Account Number: 111111

**Online Customer/Account Number: 1111111111**

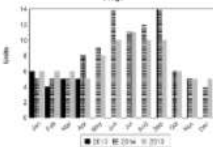
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Meter Number	Previous Meter Read	Current Meter Read	Water Used in Billing Cycle
Water 81040687000	Date: 5/5/2015 Reading: 500	Date: 6/5/2015 Reading: 672	Units: 12 Gallons: 12,000

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




**ACCOUNT SUMMARY**

Previous Bill: \$95.00  
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Actual Water Use Tiered Rate	Usage	Rate	Total Tier Charge
Tier 1 4997-13.00	5.95	\$4.08	\$24.55
Tier 2 5001-22 Units	5.95	\$4.08	\$24.18
Water Service Charge			\$5.54
<b>Water</b>			<b>\$54.26</b>
Trash			
Fresh Basic Service		\$13.50	
One Addl. 60L Container		\$2.00	
<b>Trash Charges</b>			<b>\$15.50</b>
<b>Total New Charges</b>			<b>\$99.27</b>
<b>TOTAL AMOUNT DUE:</b>			<b>\$99.27</b>

**TIP OF THE HOUR**  
Take advantage of Save Friday and Give Thanks for water saving appliance models.

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Utility Billing  
950 Civic Center Drive  
Thornton, CO 80229

Customer Number: 1111111  
Account Number: 111111  
Service Address: 181 MAIN STREET

**Online Customer/Account Number: 1111111111**

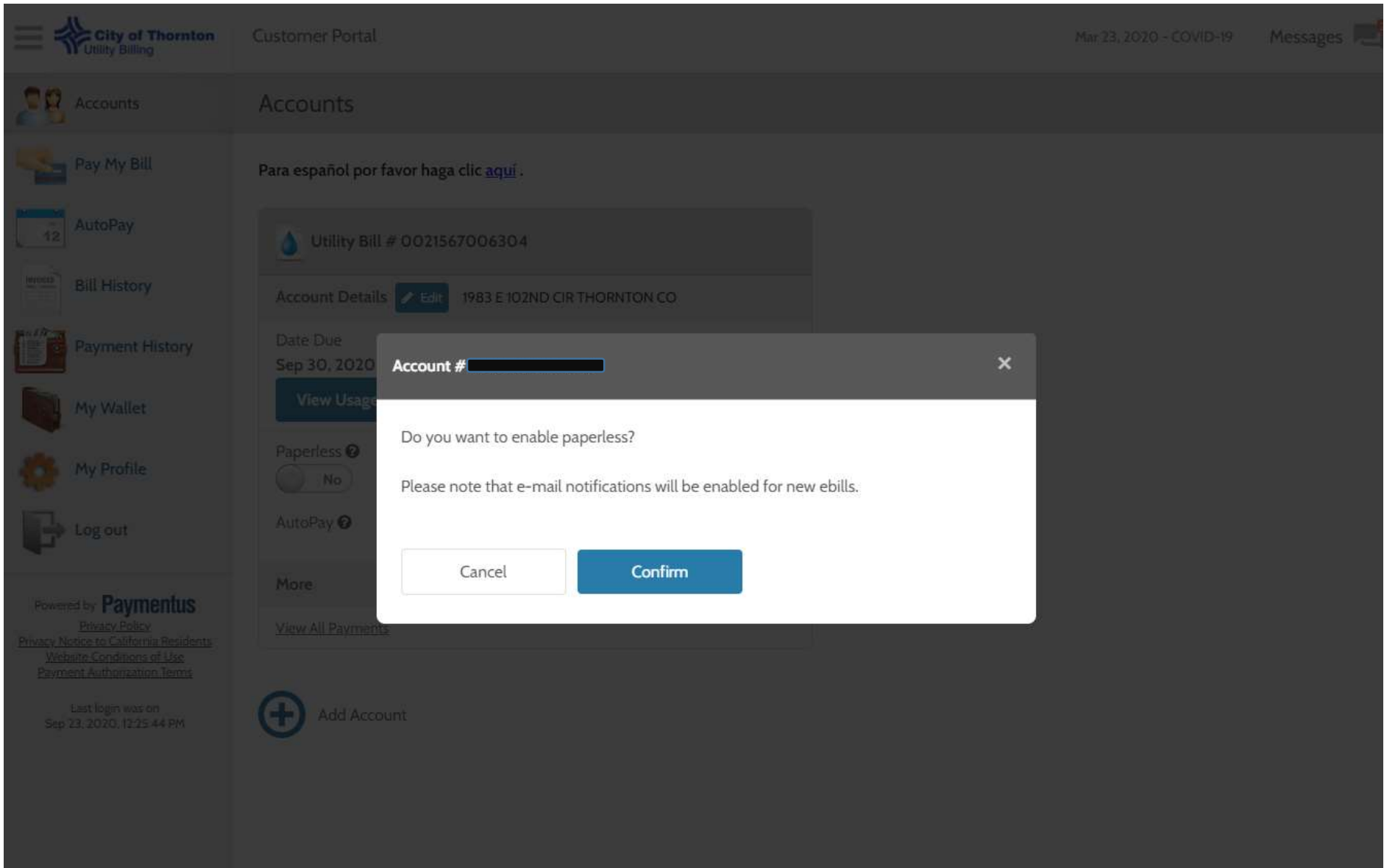
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<b>TOTAL AMOUNT DUE</b>	<b>\$99.27</b>
<b>DUE DATE</b>	<b>12/15/2014</b>
Amount Paid	0

Thank you for your payment!

777777711111 4 0000000992 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. You can click on another icon or Log out



Accounts

## Accounts



Pay My Bill

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



AutoPay



Bill History



Payment History




My Wallet



My Profile



Log out


 Utility Bill #

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Account Details [Edit](#)

Date Due	Amount Due
Sep 30, 2020	\$32.12

[View Usage](#) [Pay Bill](#)

Paperless <sup>?</sup>   ebill

AutoPay <sup>?</sup> [AutoPay](#)

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More

[View All Payments](#)

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



Add Account