

Creating and adding an account on the Customer Portal

This guide walks you through creating a Customer Portal account. Once your account is set up you will be able to view your bills, setup paperless bills, set up bill notifications, schedule payments, make a one-time payment, view payment history, and save payment methods.

Background Information:

The Online Customer Portal accounts are unique by email address. You can link multiple Billing Accounts to a Customer Portal account. You can set up multiple payment methods using The Wallet feature.

Step By-Step Guide:

Step 1 - Open your Web Browser to the Customer Portal Page <https://ipn.paymentus.com/cp/trtn>

Step 2 - Click on the "Register Now" link on the right side of the screen



Customer Portal



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

COVID-19 INFORMATION:

No public access to government buildings. No water shut offs or late fees

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 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.

[Pay Now](#)

Login

Email

Password

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

[Login](#) [Forgot your password?](#)

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Step 3 - Fill in all the required information on the screen and click the "Enroll" button



Customer Portal

Please enter all of the information below



New Account Information

Email Address

Passwords must meet the following requirements:

- must be at least 10 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric and special characters are allowed

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

Password

Re-enter password

First Name

Last Name

Phone Number

ZIP Code:

Step 3 – continued

Password

Re-enter password

First Name

Last Name

Phone Number

ZIP Code:

Security Question 1

Security Answer 1

Security Question 2

Security Answer 2


 

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Step 4 - Go down to Terms & Conditions, read the Payment Authorization Terms, Click on the button next to "I agree to the Payment Authorization Terms"

 Customer Portal

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

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Customer Portal

Mar 23, 2020 - COVID-19 Message

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



3500 Civic Center Drive
Thornton, CO 80229
Billing & Account Inquiries: 303-538-7373
Trash & Recycling: 725-877-6252

Service Address: 101 MAIN STREET

JOHN DOE
Customer Number: 777777
Account Number: 111111

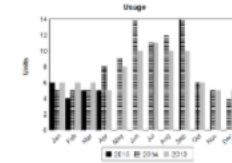
Online Customer Account Number: 777777111111
Please use an account number for your online billing.

Having problems paying your utility bill? Check out the Thornton Water Assistance program at [www.thorntonco.org/water.asp](#) or call 303-538-7378.

Billing Date	5/10/2015
Previous Balance	\$90.00
Payment(s)	-\$20.00
BALANCE FORWARD	\$0.00
CURRENT CHARGES	\$99.27
TOTAL AMOUNT DUE	\$99.27
DUE DATE	06/30/2015

Meter Number	Previous Meter Read	Current Meter Read	Water Used in Billing Cycle
Water: H19R5587090	Date: 5/5/2015 Reading: 800	Date: 5/5/2015 Reading: 672	Units: 12 Gallons: 12,000

WITHOUT WATER *it would be PRETTY DRY*



ACCOUNT SUMMARY

Previous Bill:	\$90.00
Payments:	-\$20.00
Actual Water Use Tiered Rate	Usage: 9.95 Rate: \$4.08 Total Tier Charge: \$24.58
Tier 1 AMO ² (\$ 0.05)	Usage: 5.95 Rate: \$4.08 Total Tier Charge: \$24.16
Tier 2 Next 20 Units	Water Service Charge: \$5.04
Water	\$54.36
Sewer	\$26.91
Fresh Basic Service	\$13.50
One Add'l ornl Container	\$2.80
Trash Charges	\$16.00
Total New Charges	\$99.27
TOTAL AMOUNT DUE:	\$99.27
*See usage for Conservation	

TIP OF THE HOUR
Take advantage of Basic Friday and Give Thanks for water saving appliance rebates.



3500 Civic Center Drive
Thornton, CO 80229

Deposit or transfer this notice with your payment
PAY ONLINE AT [cityofthornton.org/billing](#)

Customer Number: 777777
Account Number: 111111
Service Address: 101 MAIN STREET

Online Customer Account Number: 777777111111
Please use an account number for your online billing.

TOTAL AMOUNT DUE \$99.27

DUE DATE 12/15/2014


Amount Paid \$

Thank you for your payment!

01-05
1000

7777777111111 4 00000009927 4

Step 5 – Enter your Online Utility account number, and click “Add Account”

 Customer Portal

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  paper

E-Bill Notification For New Bills 

Receive email notification 

Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

Step 6 – The Account Created screen will open, click on Back to Accounts

Accounts

 Pay My Bill

 AutoPay

 Bill History

 Payment History

 My Wallet

 My Profile

 Log out

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Account Created

Payment Type Utility Bill

Online Customer Account Number XXXXXXXXXX

Paperless No

Back to Accounts

Where is my Account Number

JOHN DOE
 Customer Number: 777777
Account Number: 111111

8500 Civic Center Drive
 Thornton, CO 80229
 Billing & Account Inquiries: 303-430-7370
 Trash & Recycling: 725-877-8200

Service Address: 101 MAIN STREET
Online Customer/Account Number: 777777111111

Having problems paying your utility bill? Check out the Thornton Water Assistance program at www.thorntoncolorado.com/water.asp or call 303-528-7378.

Billing Date	9/10/2015
Previous Balance	\$90.00
Payment(s)	[-\$50.00]
BALANCE FORWARD	\$0.00
CURRENT CHARGES	\$99.27
TOTAL AMOUNT DUE	\$99.27
DUE DATE	06/30/2015

Meter Number	Previous Meter Read	Current Meter Read	Water Used in Billing Cycle
Water: R194587690	Date: 5/5/2015 Reading: 900	Date: 5/5/2015 Reading: 672	Units: 12 Gallons: 12,000

WITHOUT WATER. Light credit for PRETTY DRY

ACCOUNT SUMMARY

Previous Bill: \$90.00
Payments: [-\$50.00]

Actes	Water Use Tiered Rate	Usage	Rate	Total Tier Charge
Tier 1: 1st 20 Units	6.00	\$4.08	\$24.58	
Tier 2: Next 20 Units	5.90	\$4.08	\$24.18	
Water Service Charge			\$5.64	
Water				\$54.38
Sewer				\$28.81
Trash Basic Service			\$13.50	
One Additional Container			\$2.50	
Trash Charges				\$16.00
Total Water Charges				\$99.27
TOTAL AMOUNT DUE:				\$99.27

*New age Water Conservation

TIP OF THE WEEK
Take advantage of Black Friday and Give Thanks for water saving appliance rebates.

Customer Number: 777777
Account Number: 111111
 Service Address: 101 MAIN STREET
Online Customer/Account Number: 777777111111

8500 Civic Center Drive
 Thornton, CO 80229

PAY ONLINE AT [paymentus.net/Pay5007](#)
 Please use an account number for your online banking.

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

JOHN DOE
 101 MAIN STREET
 THORNTON, CO 80229

777777111111 4 00000009927 4

Step 7 – Click on “Add Account” then follow the steps to add an account starting on Step 5, or you can click on another icon or Log out

Customer Portal

Accounts

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

Account Details [Edit](#) [redacted]

Date Due	Amount Due
Sep 30, 2020	\$32.12

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

Paperless [?]
 No

AutoPay [?] [AutoPay](#)

More
[View All Payments](#)

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