

# How to Set Up 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](#).

### 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



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 Mar 23, 2020 - COVID-19 [Message](#)


- 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

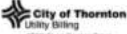
Receive email notification 

#### Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

### Where is my Account Number

 JOHN DOE  
Customer Number: 777777  
Account Number: 111111

3500 Civic Center Drive  
Thornton, CO 80229  
Billing & Account Inquiries: 303-538-7373  
Trash & Recycling: 720-477-6250

Service Address: 101 MAIN STREET

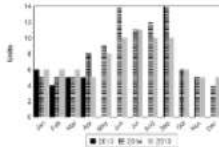
**Online Customer/Account Number: 777777111111**

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

Billing Date	6/10/2015
Previous Balance	\$90.00
Payment(s)	\$50.00
BALANCE FORWARD	\$0.00
CURRENT CHARGES	\$99.27
<b>TOTAL AMOUNT DUE</b>	<b>\$99.27</b>
DUE DATE	06/30/2015

Meter Number	Previous Meter Read	Current Meter Read	Water Used in Billing Cycle
Water: 8197698/8090	Date: 5/5/2015 Reading: 500	Date: 6/5/2015 Reading: 672	Units: 1.2 Gallons: 12,000

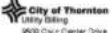
**WITHOUT WATER - it would be PRETTY DRY**



**ACCOUNT SUMMARY**

Previous Bill:	\$90.00		
Payments:	\$50.00		
<b>Actual Water Use Tiered Rate</b>	<b>Usage</b>	<b>Rate</b>	<b>Total Tier Charge</b>
Tier 1 4007 (8.26)	0.05	\$4.08	\$0.48
Tier 2 444 22 Units	5.95	\$4.08	\$24.18
Water Service Charge			\$5.64
<b>Water:</b>			<b>\$30.30</b>
<b>Sewer:</b>			<b>\$24.91</b>
Fresh Basic Service			\$13.50
One Additional Container			\$2.90
<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 HORN**  
Take advantage of Black Friday and Give Thanks for water saving appliance deals.

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

3500 Civic Center Drive  
Thornton, CO 80229


**Online Customer/Account Number: 777777111111**

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

JOHN DOE  
101 MAIN STREET  
THORNTON, CO 80229

777777111111 4 0000009927 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


Customer Portal

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Messages 3

Accounts

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Pay My Bill

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AutoPay

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Bill History

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Payment History

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My Wallet

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My Profile

---

Log out

Account Created

Payment Type

---

Online Customer Account Number

---

Paperless

---

Utility Bill

---

No

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Back to Accounts

Where is my Account Number



Customer Number: 777777  
Account Number: 111111

Service Address: 101 MAIN STREET

Online Customer/Account Number: 777777111111

Having problems paying your utility bill? Check out the Thornton Water Assistance program at <a href="http://www.thorntonwater.com/water.asp">www.thorntonwater.com/water.asp</a> or call 303-558-7378.		Billing Date: 6/10/2015
		Previous Balance: \$0.00
		Payment(s): \$00.00
		BALANCE FORWARD: \$0.00
		CURRENT CHARGES: \$99.27
		<b>TOTAL AMOUNT DUE: \$99.27</b>
		<b>DUE DATE: 06/30/2015</b>

Meter Number	Previous Meter Read	Current Meter Read	Water Used in Billing Cycle
Water: 81346087690	Date: 5/5/2015 Reading: 900	Date: 6/5/2015 Reading: 672	Units: 12 Gallons: 12,000

WITHOUT WATER

(It could be PRETTY DRY)



ACCOUNT SUMMARY			
Previous Bill:			\$0.00
Payments:			\$0.00
Actual Water Use Tiered Rate	Usage	Rate	Total Tier Charge
Tier 1 4957 (3.28)	6.06	\$4.06	\$24.55
Tier 2 Last 22 Units	5.95	\$4.06	\$24.15
Water Service Charge			\$5.64
<b>Water:</b>			<b>\$54.35</b>
<b>Sewer:</b>			<b>\$28.61</b>
Trash/Recycling Service			\$13.50
One Add'l or'l Condit'nr			\$2.50
<b>Trash Charges:</b>			<b>\$16.00</b>
<b>Total Water Charges:</b>			<b>\$99.27</b>
<b>TOTAL AMOUNT DUE:</b>			<b>\$99.27</b>



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

Online Customer/Account Number: 777777111111

JOHN DOE  
101 MAIN STREET  
THORNTON, CO 80229



**TOTAL AMOUNT DUE: \$99.27**

**DUE DATE: 12/15/2014**

Amount Paid: \$


Thank you for your payment!

7777777111111 4 00000009927 4


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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




Pay My Bill




AutoPay




Bill History




Payment History



My Wallet



My Profile



Log out

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## Accounts


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

Utility Bill # [REDACTED]

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](#)

 Add Account