

How to edit, change, or delete a Credit Card on your Online Account

This information will help you update your credit card expiration date, change credit card information, or delete a credit card on your online account.

Things you will need to change your Online Credit Card:

- Your online sign on information for you Online Customer Portal Account
- You must have at least 1 Credit Card set up in the My Wallet tool on the Customer Portal (See How to Add a Credit Card to your Online Account)

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



Customer Portal



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



<p> Make One-Time Payment</p> <p>Pay your bill in 3 easy steps without registering. All you need is your account number from your paper bill.</p> <p>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.</p> <p>Pay Now</p>	<p> Login</p> <p>Email</p> <input type="text"/> <p>Password</p> <input type="password"/> <p>Don't have an account Register Now</p> <p>Login Forgot your password?</p>
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To edit, change, or delete your Credit Card you have two options. You can click the "My Wallet" icon or "Pay My Bill" icon. To edit, change, or delete your Credit Card using the "My Wallet" icon start at **Step 4**. To edit using the "Pay My Bill" icon method start at **Step 2**.

Step 2 - Click on the "Pay My Bill" icon.


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


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



3600 Civic Center Drive
Thornton, CO 80229
Billing & Accounts: 720-477-4224
Trash & Recycling: 720-477-4220
Service Address: 101 MAIN STREET
Customer Number: 777777
Account Number: 111111

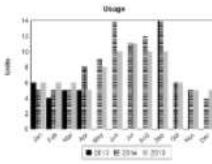
Online Customer Account Number: 777777111111
Please use an account number for your online banking.

Having problems paying your utility bill? Check out the Thornton Water Assistance program at www.thorntoncolorado.com/water.asp or call 303-508-7376.


Billing Date	6/10/2019
Previous Balance	\$50.00
Payment(s)	(\$50.00)
BALANCE FORWARD	\$0.00
CURRENT CHARGES	\$99.27
TOTAL AMOUNT DUE	\$99.27
DUE DATE	06/30/2019

Meter Number	Previous Meter Read	Current Meter Read	Date	Reading	Water Used in Billing Cycle
Water	61345687600	Date: 5/5/2019 Reading: 900	Date: 6/5/2019 Reading: 972	Units: 12	Gallons: 12,000

WITHOUT WATER you could be PRETTY DRY



TIP OF THE WEEK
Take advantage of Back Friday and One Thanks for water saving appliances needed.



3600 Civic Center Drive
Thornton, CO 80229
Customer Number: 777777
Account Number: 111111
Service Address: 101 MAIN STREET

Online Customer Account Number: 777777111111
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!

6x40
777777111111 4 000000492? 4

Step 3 - Select the accounts you wish to pay and click the continue button



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

Pay My Bill

Select an Account

 Utility Bill #

 Add new

Did You Know?

You can schedule automatic payments!

Click the "AutoPay" option and easily set up recurring payments

Are you currently making automatic payments through the City's Direct Debit program? If you would like to make future payments using your credit card please remember to call 303-538-7370 to be removed from the Direct Debit program.

Please be aware that if you participate in the BUDGET BILLING program with the City of Thornton your account balance is showing your settle-up amount not your actual budget bill. Please pay the amount listed on your last bill not the amount listed on this payment portal. Contact the Utility Billing Office at 303-538-7370 if you have questions.

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


Step 3 – You can either click on “Add new” or click on the “My Wallet” icon to add a credit card


Customer PortalMar 23, 2020 - COVID-19Message:


AccountsPay My Bill > Utility Bill # [REDACTED]


Pay My Bill


AutoPay

Bill History

Payment History

My Wallet

My Profile

Log out

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

Payment Details

Date Due Sep 30, 2020

Payment Amount

Payment Method

 Add new

Did You Know?

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Step 4 – On the My Wallet screen, select the Payment Method you wish to change, then click on the **Edit** button on that payment method

City of Thornton
Utility Billing

Customer Portal

Mar 23, 2020 - COVID-19 Messages

My Wallet

Accounts

Pay My Bill

AutoPay

Bill History

Payment History

My Wallet

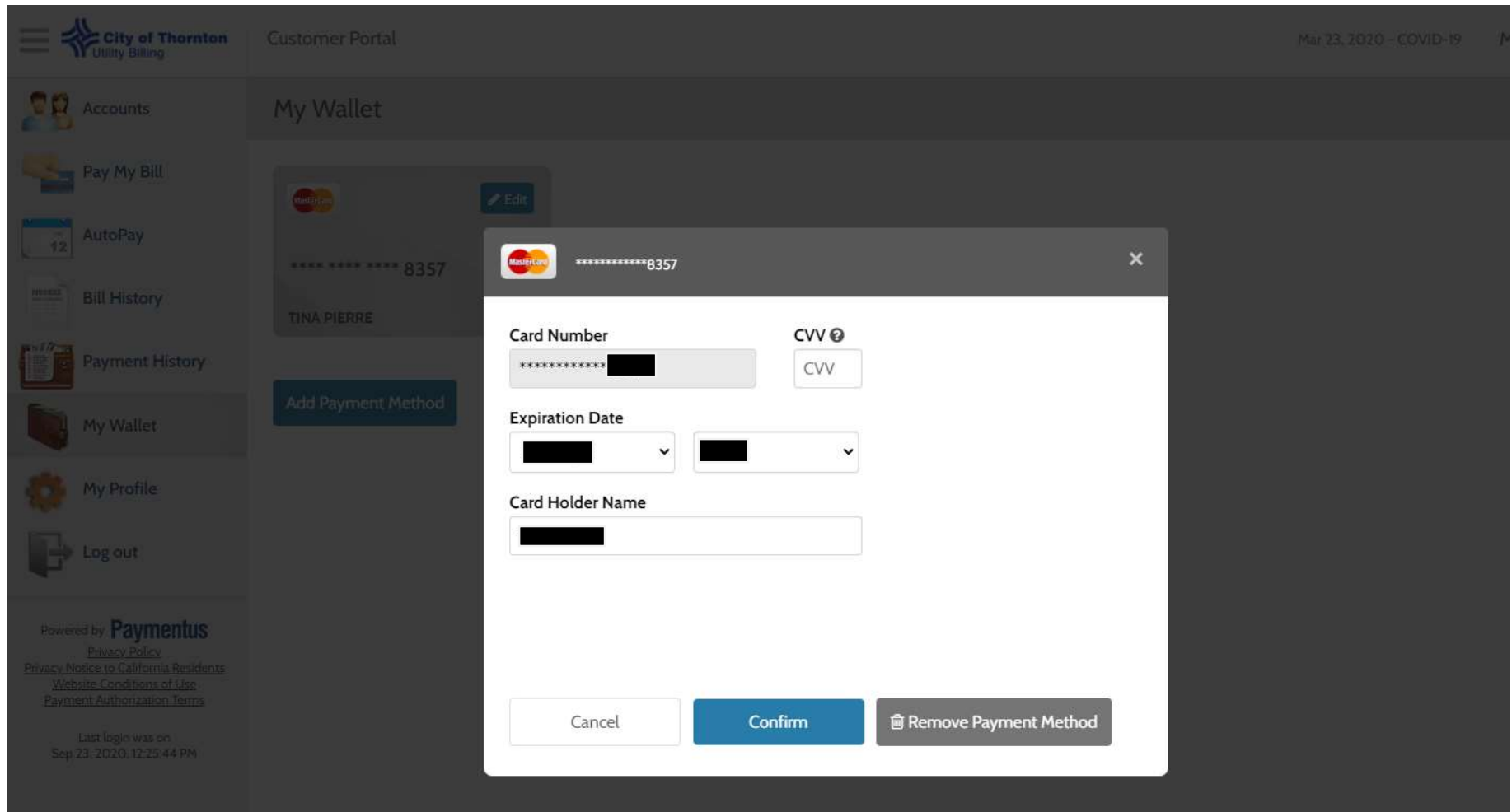
My Profile

Log out

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Sep 23, 2020, 12:25:44 PM

Step 5 - Make changes to the Payment Method then click the "Confirm" button, or remove that credit card from the account by clicking on "Remove Payment Method"



Step 6 - Once done you will be returned to the My Wallet screen. Click on "Pay My Bill" to making a payment, or click on "Log out" to end the session

**** If you have AutoPay setup – after you have completed all steps go into "AutoPay" then select the recently updated Credit Card, then click "Confirm" taking this step allows AutoPay to point to the correct/ recently updated card information. ****