

Welcome to the city of Thornton’s new utility billing customer payment portal.

Please click on the link below or copy and paste into your browser address line.

<https://secure.cityofthornton.net>

You will need to click on the “**Register Now**” to create an account on the new system. This will allow you to view your eBills and make a payment on your account.


The screenshot displays two side-by-side panels from the Paymentus utility billing portal. The left panel, titled "Make One-Time Payment", features a wallet icon and text explaining that bills can be paid in three steps without registration, provided the account number from a paper bill is used. It also notes that payments made before midnight are posted the next day, while those after are posted within 48 hours. A "Pay Now" button is located at the bottom. The right panel, titled "Login", includes an email field with "someone@example.com", a password field, and a "Login" button. A blue arrow points to the "Register Now" link in the text "Don't have an account Register Now". A "Forgot your password?" link is also present.

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This will open a new page to enter your information, password and security questions to reset your password. When you are finished, click on **Enroll**.

Please enter all of the information below

 **New Account Information**

Email Address

Passwords must meet the following requirements:

- must be at least 8 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric 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

ZIP Code

Phone Number

Security Question 1

Security Answer 1

Security Question 2

Security Answer 2

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Click on the **Accounts** button on the top of the left menu to add your utility bill account information. Your new account and customer number was included in the email or will be on the top of your bill.

Please note if you have multiple accounts within the city you can add them all to one login ID.

The screenshot shows the 'Add Account' page in the City of Thornton Customer Portal. The left sidebar contains navigation options: Accounts, Pay My Bill, AutoPay, Bill History, Payment History, My Wallet, My Profile, and Log out. The main content area is titled 'Add Account' and includes sections for 'Account Information', 'Payment Type' (with a 'Utility Bill' selection), a text box for 'Online Customer Account Number' (containing 'Without the dash'), 'Paperless' preferences (set to 'NO'), and 'E-Bill Notification Preferences For New Bills' (with a 'Receive email notification' checkbox). At the bottom, there are 'Back to Accounts' and 'Add Account' buttons.

To the right is a sample utility bill titled 'Where is my Account Number'. It displays account details for 'City of Thornton' and 'DR THORNTON CO'. The bill includes a table for 'METER INFORMATION' and an 'ACCOUNT SUMMARY' table. The 'ACCOUNT SUMMARY' table shows a 'TOTAL AMOUNT DUE' of \$99.27. The bill also features a 'WITHOUT WATER' notice and a bar chart showing usage over time.

To discontinue receiving eBills and go back to paper bills


Click on the **Accounts** button on the top of the left menu, click on the **Pencil** icon next to Account Details.

The screenshot shows the 'Accounts' page in the City of Thornton Customer Portal. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Accounts' and displays details for 'Utility Bill # 00397'. The account is listed as 'DR THORNTON CO'. The 'Account Details' section shows the 'Date Due' as '04/23/2015' and the 'Amount Due' as '\$0.00', with a 'Pay Bill' button. Below this, there are 'Paperless' and 'Auto Pay' options, both currently set to 'YES'. A 'More' section at the bottom includes a 'View All Payments' link.

The Accounts Details information screen will open. You can change your eBill “Paperless” option to **No**. The system will **uncheck** the Receive email notification box. Click on **Save** to keep the changes and return to the Accounts menu.


Account Details ✕

Account Information

Payment Type Utility Bill 

Account Number 0387

Date Authenticated Jun 23, 2015

Paperless ?
 YES  ebill


E-Bill Notification Preferences For New Bills ?

Receive email notification ?

Cancel Save Remove Account


Account Details ✕

Account Information

Payment Type Utility Bill 

Account Number 0387

Date Authenticated Jun 23, 2015

Paperless ?
 NO  paper

E-Bill Notification Preferences For New Bills ?

Receive email notification ?

Cancel Save Remove Account