

# How to Navigate Your NEW Utility Payment Customer Portal

## Step 1. Know your customer type

Customers who had an online account before this conversion can now use their existing username and password to log in



Billings Public Works Customer Portal

Log In

Forgot Username or Password?

Log In

Username

Password

Existing Customer?

Create a Profile

New Customer?

Start Service

Pay Without Logging in?

Pay Bill as Guest

### Existing Customer

You've been paying water bills but never had an online account

### New Customer

You've never paid water bills to the City of Billings

To use **Pay Without Logging In** option, please contact our team at 406.657.8315 option 3 to find out your new account number

# As an Existing Customer

You've been paying water bills  
but never had an online account



**Create a Profile**

Account Number \*  Username \*   
Your account number can be found on the upper right side of your bill. Username must be 6 to 30 characters. It can consist of a combination of letters and numbers, or the following characters: :@!#%^&\_

Customer Type \*  Residential  Commercial

First Name  Last Name \*

Email Address \*  Confirm Email Address \*   
Must be 8 to 30 characters with at least one: lowercase letter, uppercase letter, and number. May also include the following characters: !@#\$%^&\_

Password \*  Confirm Password \*   
Must be 8 to 30 characters with at least one: lowercase letter, uppercase letter, and number. May also include the following characters: !@#\$%^&\_

Please enter one of the following form(s) of ID on your utility account

Last 4 Digits of Your SSN

Service Address Street Number

Date of Birth  mm/dd/yyyy

Receive email notifications  
By default, we opt you in to receive email notifications for all events related to service we provide you. These notifications may include, but are not limited to, delays in Solid Waste services, Leak Alerts for Water services, Emergency Alert Notifications. If you do not want to receive such notifications, please uncheck this box or manage them within your profile once it has been established.

I agree to the Privacy Policy. \*

**Submit**

## Create a Profile

- Follow the prompts to establish an account with your NEW account number
- Please contact our team at 406.657.8315 option 3 to find out your new account number

**For account verification, please use Service Address Street Number ONLY and leave “SSN” and “Date of Birth” blank as shown.**

Last 4 Digits of Your SSN

Leave blank

Service Address Street Number

123

If your address is 123 Sunny Ln, please only put 123

Date of Birth

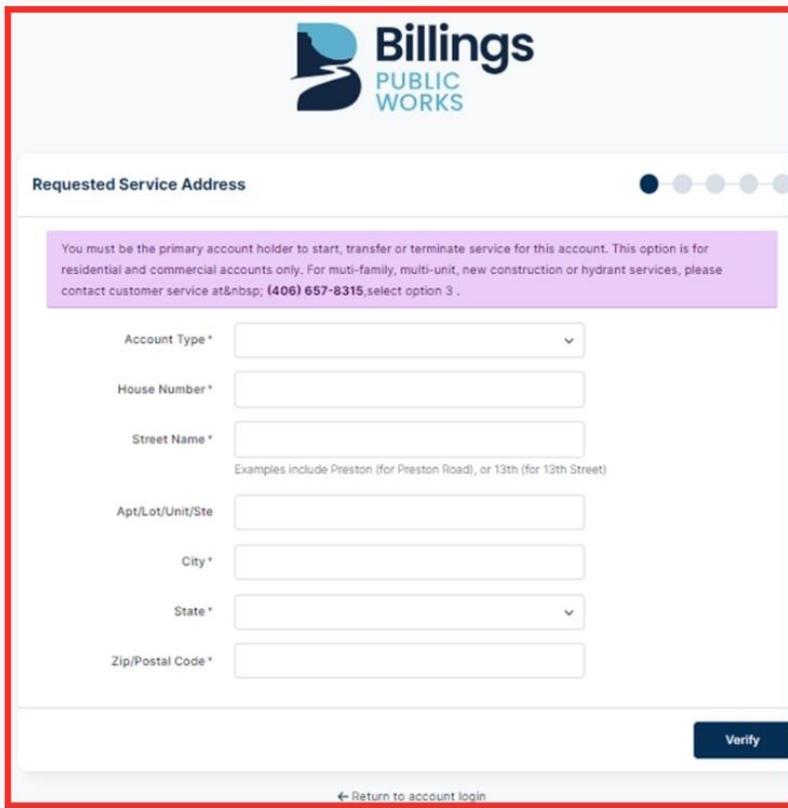


mm/dd/yyyy

Leave blank

# As a New Customer

You've never paid water bills  
to the City of Billings



The screenshot shows a web form for starting a new service. The form is titled 'Billings PUBLIC WORKS' and includes a 'Requested Service Address' section. The address fields are: Account Type (dropdown), House Number, Street Name (with a note: 'Examples include Preston (for Preston Road), or 13th (for 13th Street)'), Apt/Lot/Unit/Ste, City, State (dropdown), and Zip/Postal Code. A 'Verify' button is at the bottom. A red box highlights the address input fields, and a red arrow points from this box to the 'Start Service' callout.

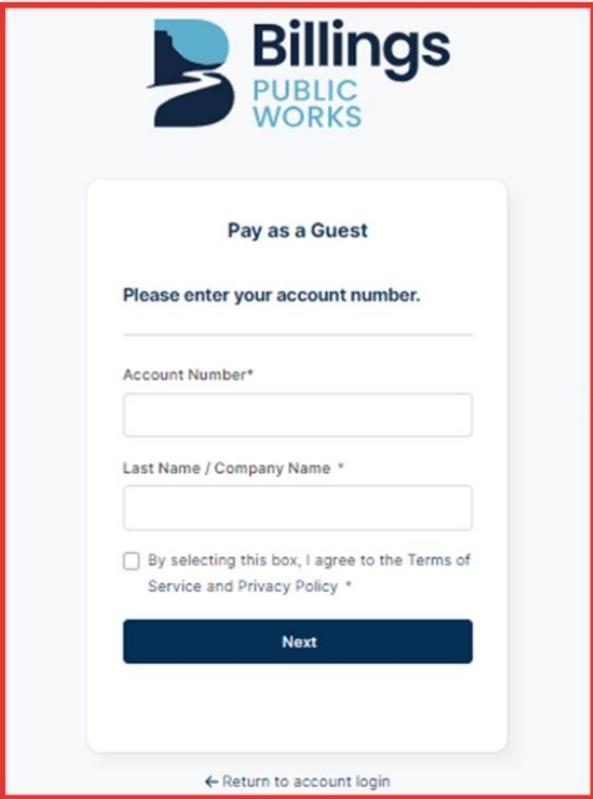


## Start Service

- Follow the prompts to verify service address & create an account
- Only the main account holder is able to do this

## To “Pay as a Guest”

contact our team at 406.657.8315 option 3  
to find out your new account number



A screenshot of the Billings Public Works website showing the 'Pay as a Guest' form. The form includes fields for 'Account Number\*' and 'Last Name / Company Name \*', both marked with red asterisks. There is also a checkbox for agreeing to the 'Terms of Service and Privacy Policy \*' and a 'Next' button. A red box highlights the entire form area, and a red arrow points from this box to the instructions on the right.

Billings  
PUBLIC WORKS

Pay as a Guest

Please enter your account number.

Account Number\*

Last Name / Company Name \*

By selecting this box, I agree to the Terms of Service and Privacy Policy \*

Next

← Return to account login

- Make sure to have your Account Number and Last Name/Company Name ready
- Please contact our team at 406.657.8315 option 3 to find out your new account number