

# 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



### 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

Username

Password

Log in

[Forgot Username or Password?](#)

Existing Customer?

[Create a Profile](#)

New Customer?

[Start Service](#)

Pay Without Logging in?

[Pay Bill as Guest](#)

# As an Existing Customer

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



**Create a Profile**

Account Number \*  
  
Your account number can be found on the upper right side of your bill.  
Please contact customer service at 406-657-8315, option 3,  
if you are unable to find your account number.

Username \*  
  
Username must be 5 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 \*

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

☒ 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.**

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

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



 **Billings**  
PUBLIC WORKS

Requested Service Address

You must be the primary account holder to start, transfer or terminate service for this account. This option is for residential and commercial accounts only. For multi-family, multi-unit, new construction or hydrant services, please contact customer service at (406) 657-8315, select option 3.

Account Type \*

House Number \*

Street Name \*   
Examples include Preston (for Preston Road), or 13th (for 13th Street)

Apt/Lot/Unit/Site

City \*

State \*

Zip/Postal Code \*

[Verify](#)

[← Return to account login](#)

## 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 'Pay as a Guest' web form, enclosed in a red rectangular border. The form includes the Billings Public Works logo at the top, followed by the title 'Pay as a Guest'. Below this is the instruction 'Please enter your account number.' and two input fields: 'Account Number\*' and 'Last Name / Company Name \*'. A checkbox for terms and privacy policy is present, followed by a dark blue 'Next' button. At the bottom, there is a link to 'Return to account login'. A red arrow points from the right side of the form towards the yellow callout box.

- 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