



Painesville Utilities Customer Portal Step-by-Step Guide

The Painesville Utilities Billing Office has launched a new customer portal powered by Tyler Munis for customers to review and pay their bills online, at any time.

Our Customer Portal offers many additional benefits including the ability to view current and previous bills, sign up for paperless billing, view consumption data and compare it to previous months/years, set up account notifications and more.

***Please have a copy of a previous bill available when setting up your online account. You will need your Account # and Customer #.** If you do not have a physical copy or digital copy of a previous bill, you can call the Utilities Billing Office at 440-392-5797 (Monday-Friday, 8:00 a.m. – 5:00 p.m.) to look up your account number(s).

Utility	Amount
Water	500
Electric	500
Total Acc	

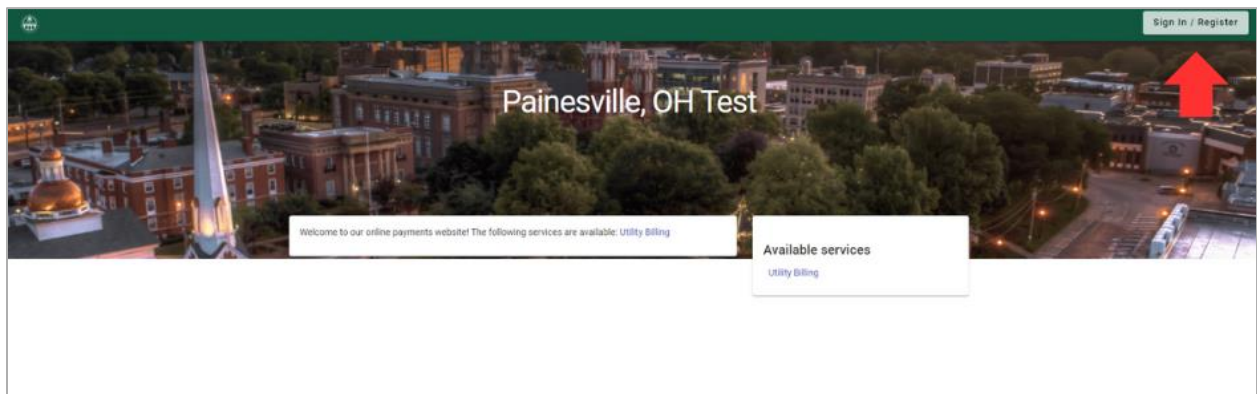
How to Set Up / Log In to Customer Portal

1. Go to www.painesville.com/payment
 - Or go to the www.painesville.com, select the 'Utilities' tab and click 'Pay My Bill'
 - Or scan the QR code





2. Under **'Sign Up for Online Payments,'** click the URL link which will take you to a separate welcome page of our new Customer Portal
3. Go to the upper right-hand corner of your screen and select **'Sign In / Register'**



4. For those returning to the portal, enter your **Email address** and **Password**. For new users, select **'Don't have an account? Register'**

Painesville, OH Test

Login

Email address

Password

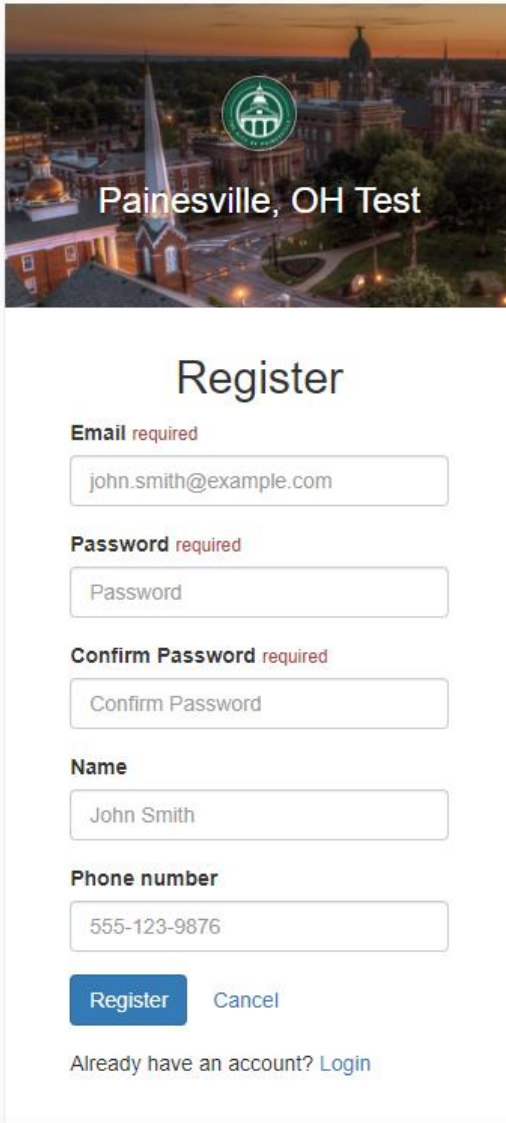
Login

[Forgot password?](#)

[Don't have an account? Register](#)

5. **To register:**

- Must have a valid email address (a confirmation email will be sent to complete set up!)
- Create a **password** that must contain:
 - Upper case letter
 - Lower case letter
 - Number
 - Special character
- **Name** must be the name connected to the billing account
- **Phone number**

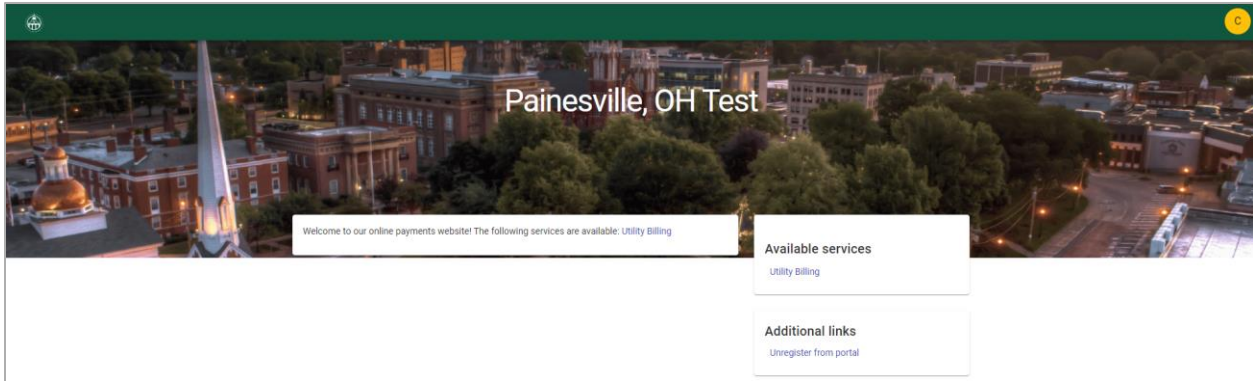


The screenshot shows a registration form titled "Register" for "Painesville, OH Test". The form includes the following fields and elements:

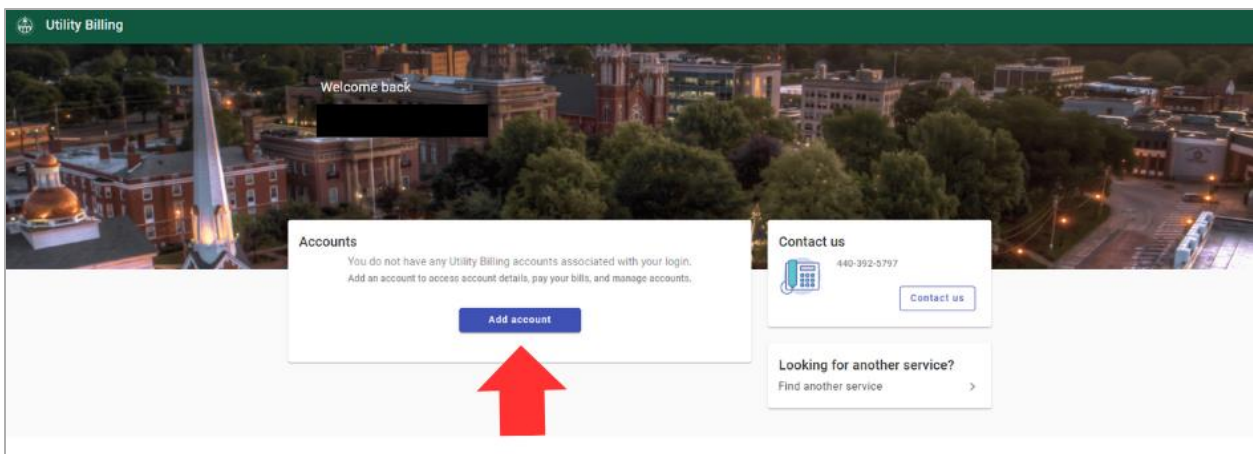
- Email required:** Input field containing "john.smith@example.com".
- Password required:** Input field containing "Password".
- Confirm Password required:** Input field containing "Confirm Password".
- Name:** Input field containing "John Smith".
- Phone number:** Input field containing "555-123-9876".
- Buttons:** "Register" (blue) and "Cancel" (grey).
- Link:** "Already have an account? [Login](#)".

6. Once you confirm your account and log in, you will be directed to a HOME PAGE with a box on the right side of the screen that says '**Available services.**' Select the '**Utility Billing**' option.


*** FYI - In the future, other City departments may have services listed in this section, like 'Recreation Registration', where you will be able to pay registration fees or summer camp costs. For right now, Utility Billing is the only online service available. ***



7. You are now on your personal page. This is the main page that will allow you to access all the different aspects of your utility account. For new users, the first step is to select '**Add account**'



8. Enter your **Account #** and **Customer #** which you can find on your last bill (see page 1 for example).
 - Account #s typically include dots, letters and numbers (XX.XX.X)
 - Customer #s are numbers unique to you (000000)
 - **NOTE:** In some rare instances, if you have multiple accounts, you may have different Customer #s for each Account #. Please refer to that specific account's bill to be sure you have the correct information.

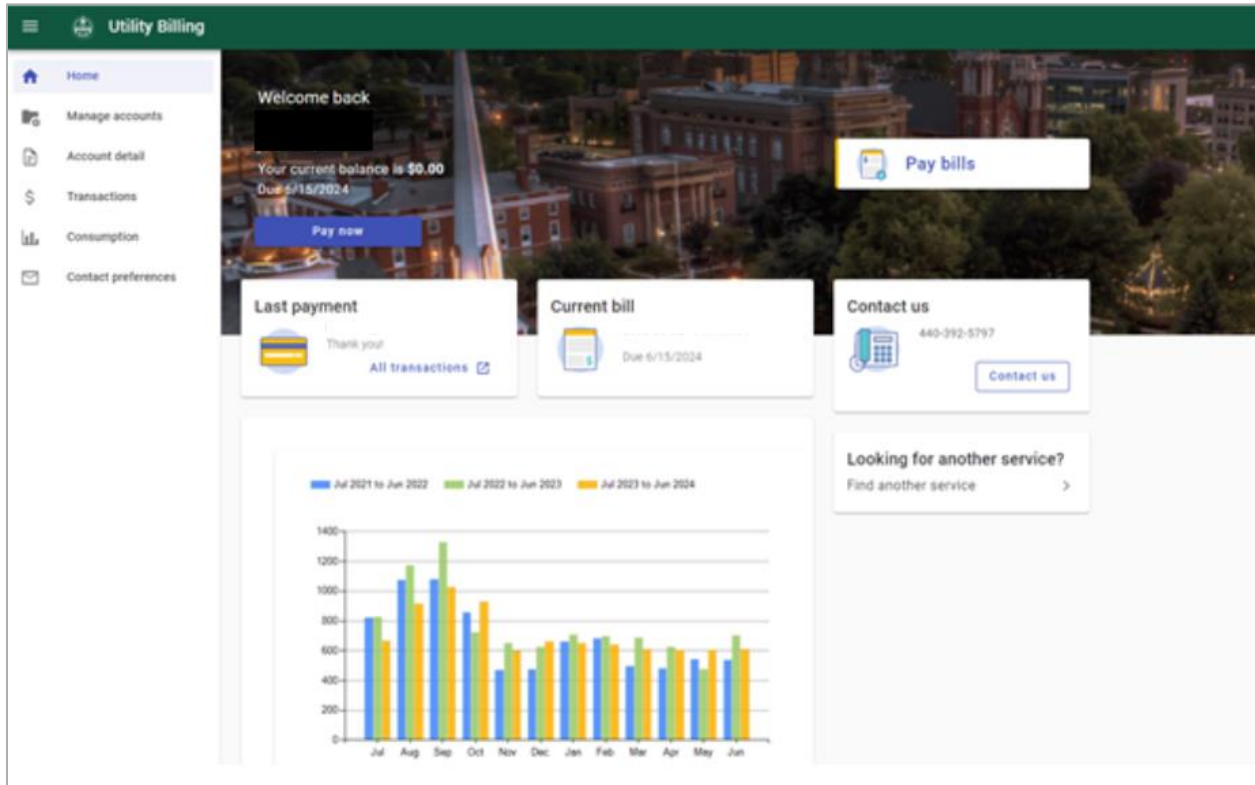


Let's find your account

Please include all dots and dashes. For example: A1.1-101.1

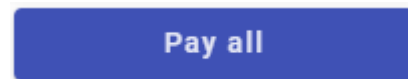
Please enter the customer number. This can be found on your bill.

9. **Congrats!** You have successfully set up your online account!
 - On the left-hand side you will find your **navigation menu**
 - On the bottom of the page is a 3-year **consumption overview** of your account
 - The three boxes across the page show your **Last payment** amount and paid date, your **Current bill** and due date, and a **Contact us** button with the Utilities Billing Office's phone number and email option.



How to Pay Your Bill

1. There are two buttons on the home page which will lead you to **Pay Your Bill**.
 - The **'Pay all'** button appears to users who have multiple accounts and allows them to pay for multiple bills at the same time. For users who have one account, this button will read **'Pay now'**



2. In your **Payment Cart**, your account balance is shown for each bill and you have the ability to enter the amount of the bill you would like to pay. Click **'Continue'**

← Make a Payment

Select all

<input checked="" type="checkbox"/>	<input type="text"/>	Due 6/15/2024	Balance \$0.00	Payment amount <input type="text"/>
<input checked="" type="checkbox"/>	<input type="text"/>	Due 6/5/2024	Balance \$201.31	Payment amount 201.31

Subtotal \$201.31

3. On the **Payment method** page, you will be able to pay via **Credit Card** or **eCheck**.

← Select a payment method

Payment method

Enter new Credit card

Remember this card

Enter new eCheck

Payment method

Enter new Credit card


Enter new eCheck


Remember this account

- **Credit Cards:** We accept Visa, Mastercard and Discover ONLY! **There is a 3.75% service fee** (or a \$2.50 minimum) for all credit card transactions. This cannot be waived. This goes directly to the credit card company.
- **eChecks:** You must have your banking information, account number and routing number to complete an eCheck. **There is a \$1.95 service fee** for all eCheck transactions. This cannot be waived. This goes directly to the bank.

- Once you have submitted your payment, you will receive an **email confirmation** with the receipt of your payment. Your payment will also be reflected immediately on your account.
 - Return to the Home page and select '**Manage account**' tab on the left-hand side of the screen to see your new balance reflected on your account.
 - Note:** *Transaction history will show back up to 1 year at any time. You can view your consumption history up to 3 years.*

How to Change Your Preferences

- To edit your mailing address, click on  **Account detail** on the left-hand side of the Home page. Click on the pencil icon next to **Mailing address**. **Mailing address and the Service address may be different. You can only edit the mailing. Service address is linked to the meter being billed.*

- If you click  **Contact preferences** on the left-hand side navigation, you will be given a list of choices of how you would like to receive your bill, if you would like bill reminders, and if you would like multiple accounts notified separately or together.

Billing

Signup for e-Billing ^

To make sure you receive your bill each month, please add our email address to your email contact list. Thank you for sign in up for e-bills.

Email
.COM

Mail paper bill

Bill Reminders ^

Receive new balance and prior to bill due date reminders.

New Balance

Prior to bill due date

Apply to all accounts

Update