

# Online Utility Bill Payments for City of Tumwater Water Utility Customers

Follow three easy steps to pay your Tumwater utility bill online. You will need a water utility bill statement to access your account number and your last name (exactly as it appears on the bill) to complete Step 2.

Only current City of Tumwater water utility customers can pay their utility bill online. New customers must contact the Utility Billing office at (360) 754-4133 or visit Tumwater City Hall, 555 Israel Road SW, Tumwater, WA 98501 to set up a water utility account. Business hours are 8:00 a.m. to 5:00 p.m, Monday through Friday, offices are closed on holidays.

## Step 1: Create an eUser Account

- 1 Browse to the City of Tumwater website at **www.ci.tumwater.wa.us** and select Utility Payments in the Online Services section.
- 2 Select **"Utilities"** from the Citizen Services section.
- 3 Select the **"New Users"** button to set up a new eUser account.

*Note: If you already have an existing eUser account (used for "Permits & Inspection" or city employment), proceed by selecting the "Registered Users" option and logon with your User Name and Password, then skip to Step 2 to register as a "Utilities" customer.*

- 4 On the New Users tab, complete each field below. Those fields with a "\*" are required.

**First Name:** *Enter your first name.*

**Last Name\*:** *Enter your last name. Businesses should enter their entire name in this field.*

**Address Line 1\*:** *Preferred address.*

**Address Line 2:**

**City/State/Zip Code\*:**

**Phone Number\*:**

**Email Address\*:** *Used for password confirmation.*

**Username\*:** *Must be unique in our system.*

**Password\*:** *Six characters minimum.*

**Repeat Password\*:**

After you have completed all required fields, select **"Next Step"** to confirm your eUser information.

- 5 Confirm your eUser information by selecting **"Register."**

After you register, proceed to Step 2 to connect your eUser account to your Utilities account, then Step 3 to pay your utility bill.

City of Tumwater, WA Online Services

Home Citizen Services Human Resources

Permits & Inspections: Permits and Inspections

Welcome to the City of Tumwater Development Services online Permitting. These services allow permit customers to view detailed permit information and schedule inspections online.

Permits Inquiry

Parcels Inquiry

Please Logon or Register...

Registered Users Please Logon Here.

New Users New? Register Here.

Email Password Forgot your Password?

City of Tumwater  
Online Services  
555 Israel Road SW  
Tumwater, WA 98501  
(360) 754-4180  
Development Services

City of Tumwater, WA Online Services

Home Citizen Services Human Resources

New User

Please complete the form below, all fields marked with a "\*" are required information. After completing this form, you will have the opportunity to register with specific services.

Name

First Name Last Name\*

Note: If you are registering as an individual, enter your first and last name. If you are registering as a business, enter the business name as last name and leave first name blank.

Address Line 1\*

Address Line 2/Suite

City/State/Zip Code\*

Phone Number\* example: (209) 555-1212 or (209) 555-1212 3333

Email Address\*

Select a Username\*

Select a Password\*

Repeat Password\*

Note: Usernames must be unique in our system, you will receive an error message if the username you have entered already exists in our database. Also, select a password that is at least 6 characters or more and not a common word or a number.

Next Step...

City of Tumwater, WA Online Services

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New User

Please check your information carefully before clicking the register button. If you need to make changes to information shown below, [Click Here](#) now.

Name: JOHN DOE

Address: 123 CAPITAL WAY SW  
TUMWATER, WA 98512

Phone Number: (360) 239-5678

Email Address: jdoe@ci.tumwater.wa.us

Username: jdoenew

Password: Hidden

Register

## Step 2: Access Your Tumwater Utility Account

In order to access your current water utility account from your eUser account, you will need to enter additional information. **\*\*Please have your utility bill available for reference.**

**Note:** You will be required to add each Utilities account only once.

6 Within "Utilities," select the second option, "Click here to add another account" if this is the first time using the Utilities online payment system.

- OR -

If you have previously added your Utilities account(s), select "Click here to access your accounts."

7 Enter your Account Number from your utility bill, including the dashes. i.e., 01-234567-890

8 Enter your Last Name, EXACTLY as it appears on your utility bill.

If you are unable to add an account after confirming your "Account Number" and "Last Name" match your utility bill EXACTLY, please contact Utility Billing at (360) 754-4133 for assistance. The box below has been provided to record your account information.



Please contact City of Tumwater Utility Billing at (360) 754-4133 for assistance connecting your eUser account to your Tumwater Water Utility account(s).

Please use the following account information to add a Utilities account:

**Account Number** \_\_\_\_\_

**Last Name** \_\_\_\_\_

## Step 3: Make a Payment

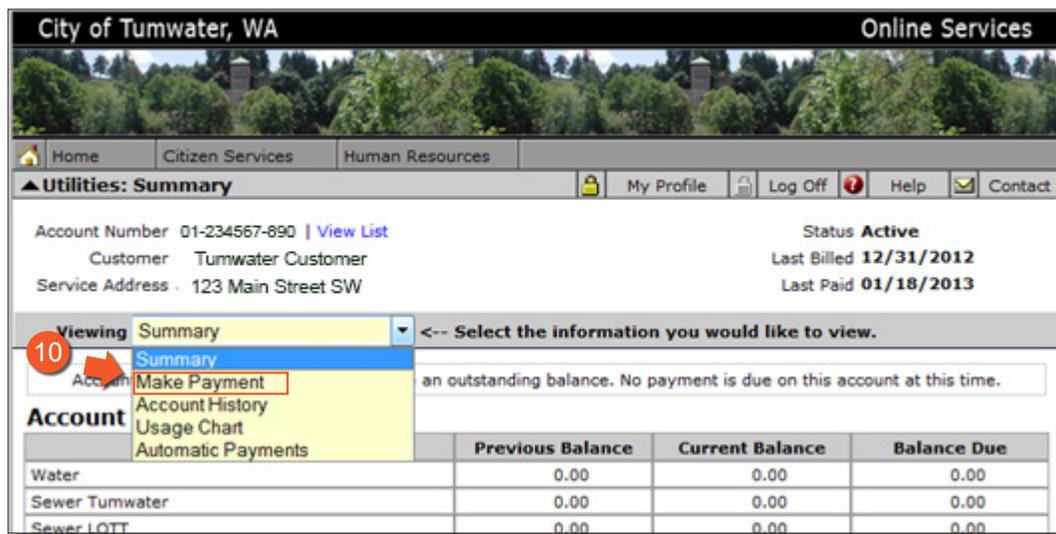
You must be logged into your eUser account to access your Utilities account to pay a bill. You can make a one-time payment, or set up a recurring monthly payments with “Automatic Payments.”

- 9 Select the first option on the “Utilities” menu, “Click [here to access your accounts.](#)”

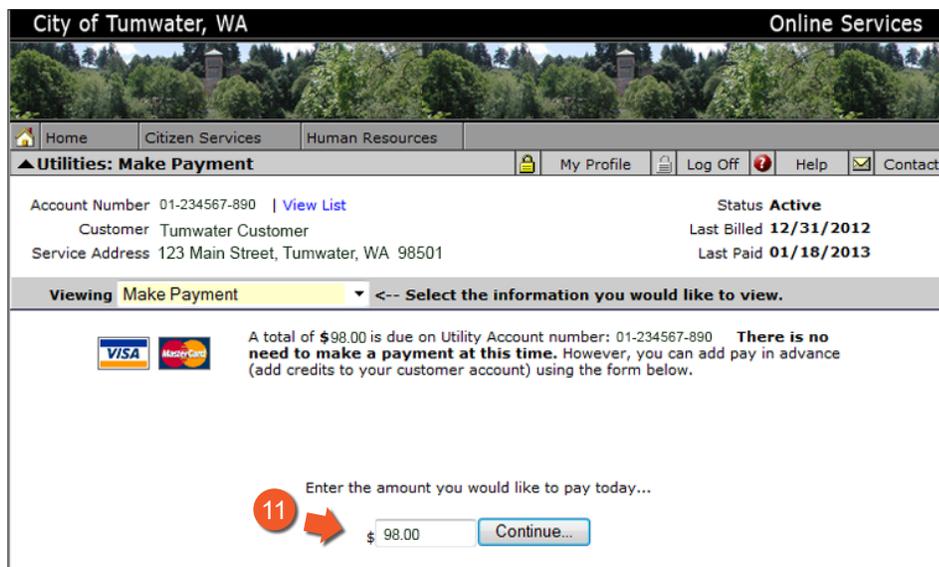


- 10 Select “**Make Payment**” from the drop-down menu in the center of the Utilities summary form.

Note: The drop-down menu in the middle of the gray bar provides several options. You can view a summary of your account, make a payment, see your account history, view a usage chart, and set up automatic payments, depending on your selection. The default screen is the “**Summary**” view.



- 11 Enter the amount you would like to pay in the Make Payment form, then select “**Continue...**” to enter your credit card information. The default value will be the total amount due on your account. To change this amount, simply highlight the default value (i.e. 98.00), delete, then type the amount you prefer to pay.



- 12 Complete each field on the “Make Payment” form. Those fields with a “\*” are required.

**Total Payment:** This amount was transferred from the previous selection.

**Card Type\*:** Visa or MasterCard accepted, debit or credit.

**Card Number\*:** Enter card number with no dashes or spaces.

**Expiration Month\*:** From card.

**Year\*:** From card.

**CVV2 Code\*:** Enter three-digit code from the back side of your card.

**Name On Card\*:** Type the name, exactly as it appears on the card.

**Address 1\*:** From billing address for card.

**City\*:** From billing address for card.

**State\*:** From billing address for card.

**Zip Code\*:** Five or nine-digit zip code for card billing address.

- 13 After you have completed all required fields, select “Make Payment” (select ONLY once) to process your payment, then wait for a receipt screen to appear to confirm your payment was processed.

**Note:** The payment transaction may take up to one minute, so please be patient. If you select the “Make Payment” option more than once, multiple payments may be processed.

City of Tumwater, WA Online Services

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▲ Utilities: Make Payment

Account Number 01-234567-890 | View List Status Active  
Customer Tumwater Customer Last Billed 12/31/2012  
Service Address 123 Main Street Last Paid 01/18/2013

Viewing Make Payment <-- Select the information you would like to view.

A total of \$98.00 is due on Utility Account number: 01-234567-890

12 Total Payment US \$ 98.00  
Card Type\* Select card type  
Card Number\* (no dashes or spaces)  
Expiration Month\* Year\*  
CVV2 Code\*  
Name On Card\*  
Address 1\*  
City\*  
State\*  
Zip Code\*

13 Make Payment Select ONLY once, see instructions.

Complete payment form carefully. Your address must match the billing address for the card you are using. If you receive errors, check your information carefully and try again.

Click the "Make Payment" button only ONCE. It may take up to one minute to process your transaction. You will know when your transaction is complete when a receipt screen appears.

Sample Receipt

Thank you for your payment!

You may print this receipt page for your records Print

Account Reference	Utility Account: 01-234567-890
Receipt Number	00764554
Charge WIR Appear As	City of Tumwater, WA
Date/Time	Wednesday, January 16, 2013 2:27 PM
Reference Id	86664170B
Payment Method	Visa ****0000
Customer Name	Tumwater Customer
Total Payment	US \$ 98.00

## Automatic Payments: Optional

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▲ Utilities: Automatic Payments

Account Number 01-234567-890 | View List Status Active  
Customer Tumwater Customer Last Billed 12/31/2012  
Service Address 123 Main Street Last Paid 01/18/2013

Viewing Automatic Payments <-- Select the information you would like to view.

Automatic Payments Setup Automatic Payments To setup automatic payments by credit card, click the "Setup Automatic Payments" link to get started.

To set up a recurring monthly payments, select “Automatic Payments” from the Utilities tab.

- 14 Select the first option on the “Utilities” menu, then select “Setup Automatic Payments” and follow the instructions.