Online Utility Bill Payments for City of Tumwater Utility Customers

Follow three easy steps to pay your Tumwater utility bill online. You will need a water utility bill statement or new owner welcome letter 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 am to 5:00 pm, Monday through Friday; offices are closed on holidays.

Step 1: Create an eUser Account

1. Once at the City of Tumwater website (**www.ci.tumwater.wa.us**), navigate to
> I Want To >
> Pay For…Water & Sewer >
> Make a Payment

The screen to the right will appear. Click the "**New Users**" button.

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.

2. The screen to the right will appear. Complete each field below. The 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.

3. The screen to the right will appear. 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.

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 or new owner welcome letter available for reference.
*You will be required to add each utility account (if you have more than one) separately.

1. After registering your eUser account, the screen to the right will appear. Input:

-Your **11 digit account number**, with dashes
-Your **last name**, exactly as it appears on your bill or new owner welcome letter

If you are a tenant, enter CURRENT TENANT in the last name field

Find this info in the following places:

Monthly Utility Bill (Upper Right Corner)

Customer:	**City of** Tumwater
Service Location:	0 FILL STATION ACCOUNT
Account No:	01-000027-000

New Owner Welcome Letter (Front Page)

City Utility Services To register as a Utility customer online use the following information (available on bill).

Account Number 01-000027-000

Last Name TUMWATER

Note: If there are two separate first and last names on your utility account, one person's full name may be in our last name field. Please call 360.754.4133 if you encounter trouble matching our information.

Step 3: Make a Payment

1. After adding your utility account onto your eUser profile, the screen to the right will appear.

You may either make a **one-time payment** with a credit or debit card, or set up **automatic recurring payment withdrawals** from a credit card, debit card, checking account, or savings account.

To set up automatic recurring payment withdrawals, please click "Set up automatic payments" and then proceed to Step 4.

2. If making a one-time payment, select "Make a payment", and the screen to the right will appear.

It will list your current account balance, but you may enter any amount that you wish into the **amount box.**

Select "**Continue**."

3. The screen to the right will appear. Complete each field below. **All fields are required.**

Total Payment: The amount you entered in the previous step.
Card Type: All major cards accepted; debit or credit.
Card Number: Enter card number with no dashes or spaces.
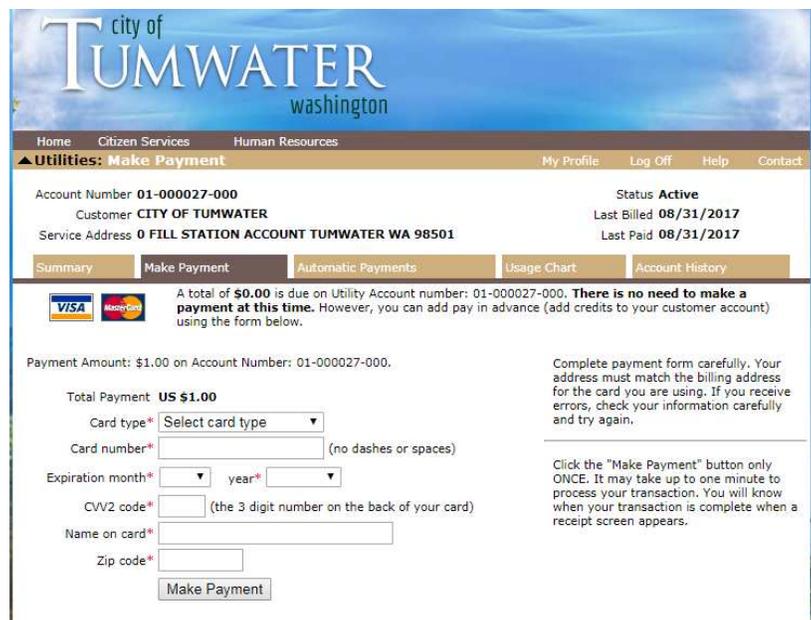**Expiration Month**: From card.
Year: From card.
CVV2 Code: Enter three-digit security code from the back side of your card.
Name On Card: Type the name exactly as it appears on the card.
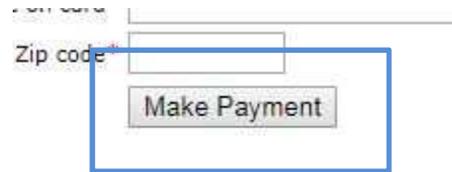**Zip Code:** Five or nine digit zip code for card billing address.
> *The zip code MUST match what your bank has on file for your card's billing address.*

4. After entering your payment information, click the "**Make Payment**" button **only once**.
It may take a few moments to process, but clicking additional times may result in multiple charges to your card.

Zip code*

Make Payment

Return to Home | Print this receipt

☑ Thank you for your payment!

Utility Account: 01-000027-000.	
Amount	$1.00
Charge Will Appear As	City of Tumwater, WA - 10/18/2017
Payment Info	Visa****4233 - ID: 471124862

5. Once your payment has been processed, a receipt screen like the one to the right will appear.

You may print and keep this for your records, or return to the home screen and log out of your eUser profile.

If this screen does not appear or there is any doubt or confusion around whether your payment was processed, feel free to call the utility billing department at 360.754.4133 and we will happily check on the status of your payment or help you troubleshoot.

Account Details

Service Type	Previous Balance	Current Balance	Balance Due
Water	0.00	0.00	0.00
Miscellaneous	0.00	0.00	0.00
Water Tax	0.00	0.00	0.00
Water Penalty	0.00	0.00	0.00

	Previous Balance	Current Balance	Balance Due
Totals	0.00	0.00	0.00