The City of Pleasanton is offering a new Customer Web Portal for Online Credit Card Payments of your Utility Bill with a Visa or Mastercard, and access to your Account and Consumption History at www.pleasantonwater.com. Please follow these steps to register and log on to the Citizen Self-Service Portal. Contact our Customer Service Center at osd@cityofpleasantonca.gov or 925-931-5500 with any questions, comments or feedback on this updated service.

Registration Process in Customer Self-Service

Step 1 – Start by clicking the above link or entering www.pleasantonwater.com in your preferred browser. You will immediately find this log in page. Click the blue Register link below. This will allow you to create a new user name and password.
Step 2 - Complete the Self-Registration page by entering a personal User Name (User ID) and Password, Email address then clicking the Save button:

**Self-Registration**

- **User ID**
  (between 1 and 20 characters)
- **Re-type user ID**
- **Password**
  (between 8 and 15 characters)
- **Re-type password**
- **Password hint**
- **Email address**

Enter these validation numbers into the box below them:

```
7128
```
Step 3 – The following page will allow you to make changes to your password and email and link multiple accounts to a single Customer Identification Number. To link accounts, select Utility Billing Payment Accounts, **NOT Customer Accounts**. Once additional accounts are added, continue by selecting the blue link below labeled **Go to Module Homepage**. If you do not wish to link additional accounts, you can simply continue by clicking the same link.

Step 4 – After selecting the blue **GO To Module Homepage** button, enter Account Number and Customer Number found on the top portion of the utility bill in to the labeled fields on the Utility Billing Payment window (See Figure A below). Customer Number is also known as Customer ID. Check the box to the left of the message: “Remember these values.” This will ensure that you will not need to repeat this step every time you log in:
Step 5-Click search to go to see the account information. Select the blue Manage Bills link to view detailed account information and make a payment.
Step 6- Once on the Manage Bills page, you can click Add to Cart to make a payment or select the blue Bill Details link to see detailed charges or view a copy of your bill. See Page 8 for additional Features.

Step 7- Find and click the “My Cart” icon on the top right corner of the page. This will display the bill or bills you have opted to pay. Click the Checkout button (See Figure B).

Step 8- Once on the Pay Bills Page, review the amount and click continue.
Step 9 - You will now have 10 minutes to complete the payment transaction by securely entering your information in the fields in the BILLING INFORMATION Window shown below. Please do not forget to click the MAKE PAYMENT Button at the bottom of the page.

Thank you! You have now successfully registered and made a payment on our Customer Web Portal!
The next time you log in,

Click the Utility Billing Payment option (Figure C) and it will take you directly to the account entry page. If you previously saved your account/customer information, it should appear in the fields shown in Figure D. If not, enter the appropriate information and Click Search.

Figure C

Figure D

From here, you can refer to steps 5-9 to complete your next transaction:
***Additional Features***

From the Manage Bills Page you can perform the following functions by selecting the appropriate blue link:

- Link Accounts
- Sign up for Automatic Payments
- Request a change of Address
- Pay Now
- See Bill Details
- View your Billed Consumption History