



Customer Portal

Access the Customer Portal at <https://pleasantonwater.smartcmobile.com/portal>

Register your account online with these 3 easy steps:

1. Click on "My Account"

2. Click "Register"

3. Complete the User Registration Form

FAQs

- Where do I find my Account Number? (+)
- Where do I find my Customer Number? (+)
- Where do I find my Zip Code? (+)
- Which Email Address should I use? (+)

UTILITY BILL

Customer Name		Service Address	
JOHN DOE		3468 - OMEGA CIR PLEASANTON, CA 94588 5102	
Bill Number	Account Number - Customer Number	Statement Date	Current Billing Due Date
37633	45653-786787	09/02/2016	10/01/2016
Meter Number	Previous Read Date	Current Read Date	Previous Meter Read
87627832	06/20/2016	08/15/2016	68
Current Meter Read	Usage (Units)	1 Unit =	1 CCF =
119	51	18.07	748 Gallons
PLEASANTON WATER FIXED CHARGE 18.07 PLEASANTON WATER VAR CHARGE SINGLE FAMIL 10.74 CAPACITY EXPANSION SURCHARGE 0.00 ZONE 7 COST 160.65 RECYCLED WATER 3.10 PLEASANTON SEWER FIXED RESIDENTIAL 25.19 DGRSD SEWER FIXED RESIDENTIAL 52.09			

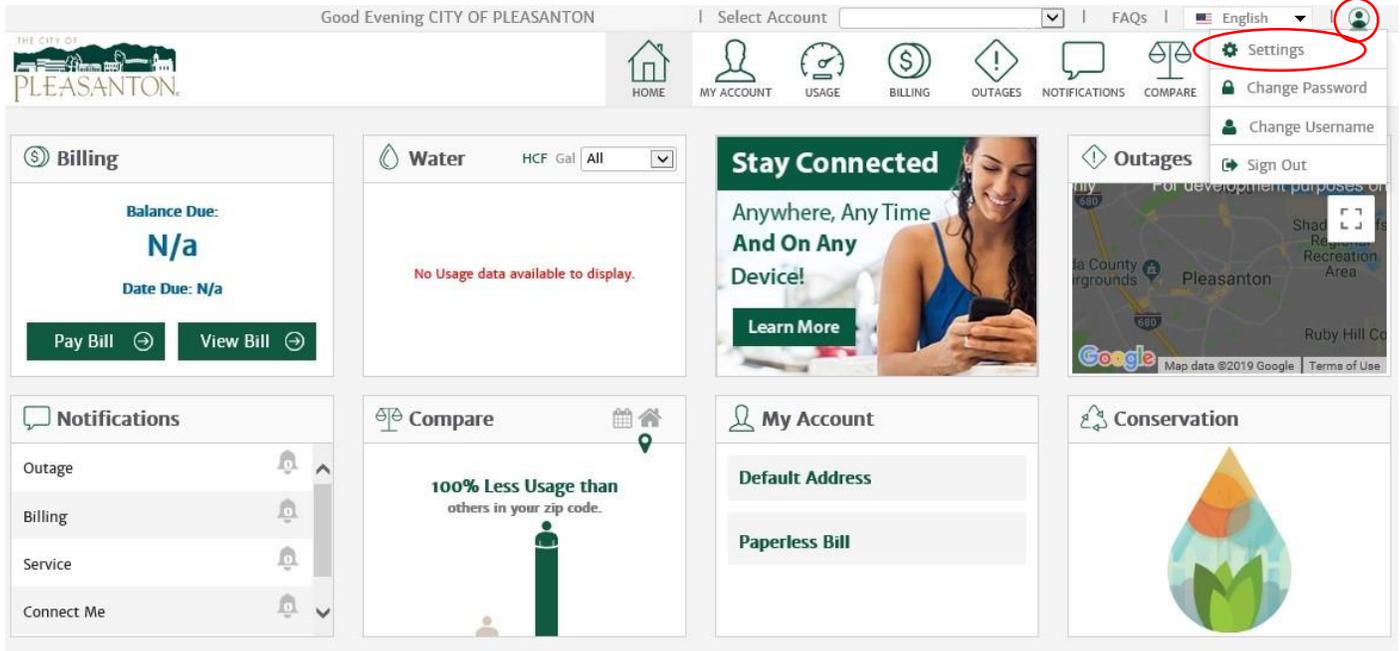
Once you have completed the form, you will receive an activation email to the email provided. The activation email will be available for 24 hours only. You are now logged in and able to take advantage of all of the benefits our new utility billing system has to offer!

Mobile App

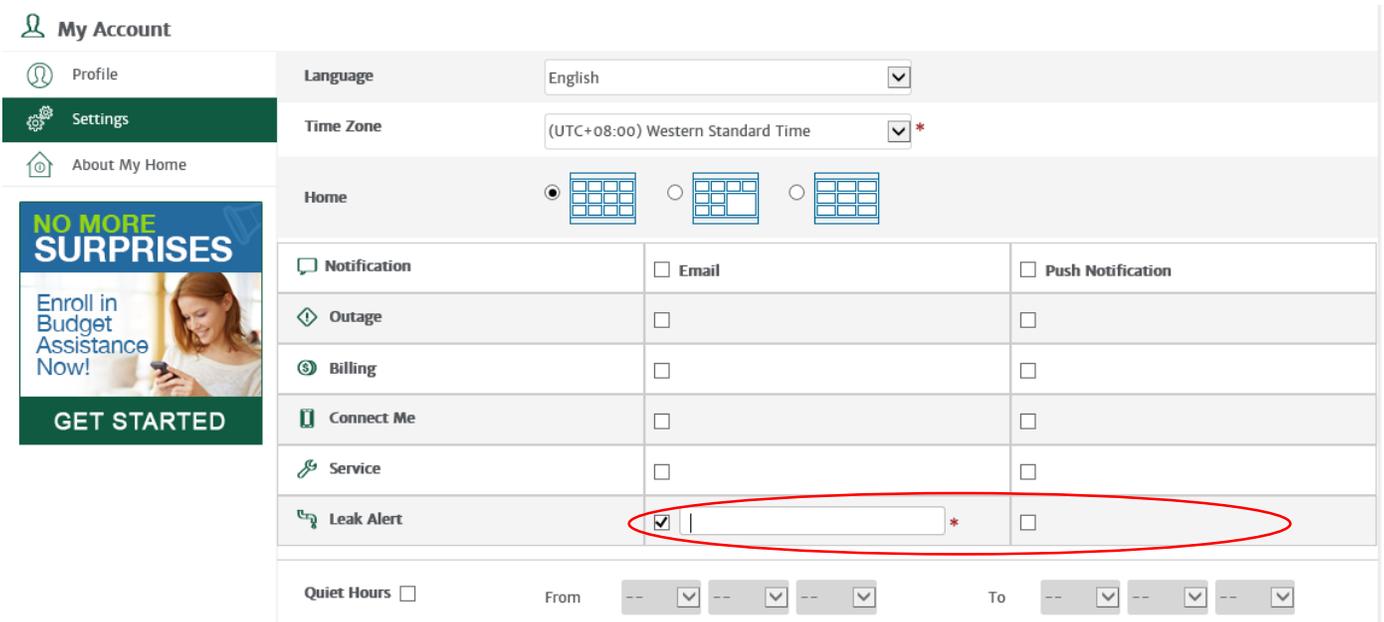
You can also download the Pleasanton Water app on the iTunes App Store and Google Play App Store. To get started, follow the same registration process.



COMING SOON Once you have registered for the new customer portal, take advantage of all of the benefits our new utility billing system has to offer! For even faster notification of suspected leaks on your property, click “Settings” under your account icon.



Then select and enter your notification preferences next to “Leak Alert”.



Questions?

Contact the Operations Services Department at (925)931-5500