



Utility Billing Customer Self Service Instructions for Creating Your New Account

The Auburn Water Works Board has transitioned to a new online utility billing system. All online customers need to set up a new account. Here are detailed instructions to help you get set up. Go to **https://www.auburnalabama.org/**, click the Pay button and then City Utilities Billing to begin.

STEP 1: Register

At the Login screen, click the Register link.

City of Auburn
THE LOVELIEST VILLAGE

Home
Citizen Self Service

Login

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

| [Register](#)

STEP 2: Enter Your Information

Create a User ID and password for your account. Then enter your email and validation code. Next, click the “Save” button.

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Registration

*User ID
(between 1 and 100 characters)

*Re-type user ID

*Password
(between 8 and 15 characters and contains at least 1 numeric character, 1 non-alphanumeric character, one uppercase character and one lowercase character)

Password strength: Unacceptable

*Re-type password

*Password hint

*Email address

Enter these validation numbers into the box below them
2665

When your information is saved, the Account Settings screen appears. Here you can change your password, email and link your utility billing account(s).

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Citizen Self Service

Account Settings

Account Information

Now logged in as	AUBURNWATERTEST
Last successful login	3/6/2020
Last failed login	3/6/2020
Password last changed	3/6/2020
Password expires in	364 days Change Password
E-Mail address	water@test.com Change E-Mail Address

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Utility Billing Accounts [link to account](#)

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#)

STEP 3: Linking Your Utility Billing Account

To connect your account, click "Link to Account."

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Utility Billing Accounts [link to account](#)

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Enter your Account ID and Customer ID. These numbers are located at the top of your billing statement (see an example statement). The Account ID is before the dash, the Customer ID is after the dash.

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Utility Billing
Account Link Setup

Citizen Self Service

Business License/Taxes

General Billing and Invoices

What is the Account ID? *

What is the Customer ID? *

Submit Cancel

* indicates required field



The Water Works Board
of the City of Auburn
1601 W Samford Avenue
Auburn, AL 36832

Questions: (334) 501-3050
Email: serviceorders@auburnalabama.org
Monday - Friday 7:30 am - 4:30 pm
Saturday and Sunday closed

UTILITY BILL
CUSTOMER COPY

Keep this copy for your records

Customer Name		Service Address		
Auburn Water Test		12345 WATER DR		
Cycle Code	Bill Date	Account Number - Customer Number	Due Date	Delinquent Date
02	08/14/2019	25861 - 99999054	08/29/2019	09/09/2019

Once your Account ID and Customer ID are submitted, you'll see your account listed in the accounts section. Repeat this process if you have multiple accounts.

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Home

Citizen Self Service

Utility Billing
Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address: 12345 WATER DR

Account Number: 2586

Bill Delivery Preference: Mail and Email to water@test.com

Your Current Balance

Amount Due Now: 31.19 [Pay Now](#)

Payment Due Date: 08/29/2019

About Your Payments

No payment activity found

Customer Information

Name: AUBURN WATER TEST

Address: 12345 WATER DR
AUBURN, AL 36830

Customer ID: 99999054

[Request Change of Address](#)

Services

Service	Code	Start Date	Stop Date	Status	Consent/Usage History
Water Minimum	1000	8/13/2019		ACTIVE	None
Water Usage	1050	8/13/2019		ACTIVE	View Consumption
Tax	2000	8/13/2019		ACTIVE	None
Sever Min (unapped)	3010	8/13/2019		ACTIVE	None
Sever Usage (unapped)	3060	8/13/2019		ACTIVE	None