



## Step 1

### ACCESS THE SYSTEM

1. Go to <https://www.cityofpuyallup.org>
2. Click on "Pay My Bill"



PAY MY BILL  
Fast & Easy

## Step 2

Click on **Utility Bills**

[Home](#) > [I Want To...](#) > Pay My Bill

### PAY MY BILL

**Utility Bills**

view our multiple ways of paying your utility bills.

## Step 3

Click on [Online Bill Pay](#) then on the next page, click on **LOG IN**.

[Online Bill Pay](#)

**LOG IN**

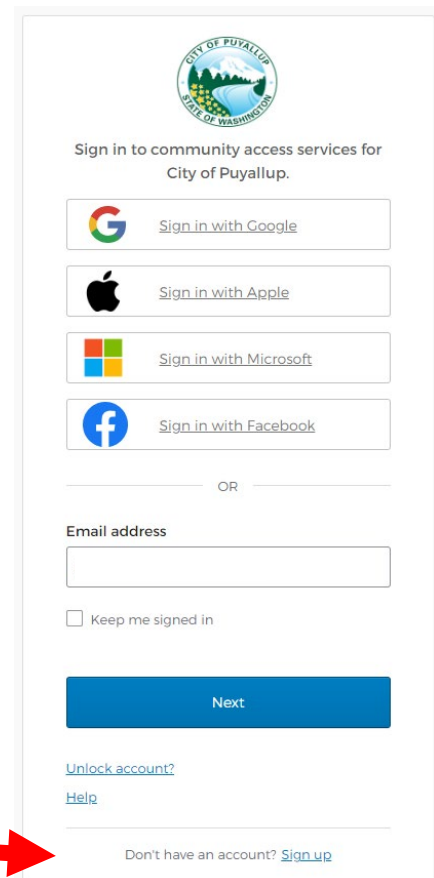
**All customers will need a new account to pay utility bills online. You either integrate your account with any of the companies listed or Click Sign Up at the bottom.**

**If you sign in with one of the companies, your account will automatically be created and linked.**

**If you sign up manually, you'll be sent an email with a code to verify your email address. You'll need to locate it to complete the verification process and to activate your account.**

## Step 4

Don't have an account? [Sign up](#)



City of Puyallup logo

Sign in to community access services for City of Puyallup.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

Keep me signed in

Next

[Unlock account?](#)

[Help](#)

Don't have an account? [Sign up](#)

# Step 5

First time users will need to link their billing account to access bill pay. Click [Link to Account](#).

## Account Settings

Account Information	
Now logged in as	@GMAIL.COM
Last successful login	10/27/2023
E-Mail address	@gmail.com



[link to account](#)

## 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

Account	Customer
There are currently no linked accounts	

# Step 6

You must enter your Account ID and Customer ID (CID). Then click Submit.

You can find your Account Number and Customer ID on your first bill which will come out 11/15 or 11/30 depending on the customers bill cycle or contact customer service for them.

Once you complete the Account Link Setup, you will be brought back to this page. Click on the [Account Number](#) you want to pay.

## Utility Billing Account Link Setup

What is the account ID? \*

What is the CID? \*

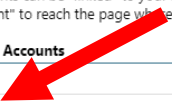
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### Utility Billing Accounts

Account	654321
<a href="#">123456</a>	107207

[Go To Module Homepage](#)



# Step 7

When there is a bill due, click on the **Pay Now** link.

## 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	
Account Number	
Bill Delivery Preference	Mail
	333 S Meridian
Your Current Balance	654321
Amount Due Now	\$119.12
Payment Due Date	12/15/2023



[Pay Now](#)

## Step 8

Select Add to Cart to pay the respective bill.

There is also the ability to setup an EFT for automatic payments as well.

[Sign up for EFT Automatic Payments](#) [Account Summary](#)

[Show Past Bills](#) ▼

Balance Due	Details
\$119.12	<a href="#">Bill Details</a>
<b>Total Due: \$119.12</b>	

**Add to Cart**

select bills you would like to pay now, then click "Add to Cart"

## Step 9

Click on the shopping cart then Checkout.

Utilities 100015 \$119.12  
Total: \$119.12

[Review Cart](#) **Checkout** [Summary](#)

Next you have the option to enroll in automatic credit card payments.

## Step 10

Select Continue to skip the automatic payment setup.

### Automatic Credit Card Payments

Manage your enrollments in the automatic credit card payment system (optional)

As a convenience to you, we offer an optional "Automatic Credit Card Payment" service. Enrollment status can either be Enrolled, Pending, or Not Enrolled. If pending, then you will still be required to make payments manually until full enrollment is achieved.

#### Current enrollments

Bill Category	Account ID	Status	
UB Services - General	470106	Not enrolled in automatic credit card payments.	<a href="#">enroll</a>

**Continue**

**Cancel**

## Step 11

**You can modify the amount or click continue to the payment screen.**

Due Now	Payment Amount
\$119.12	\$ 119.12

Continue

Cancel

## Step 12

**Select the desired method of payment and enter in all the requirement information. Once completed, select continue to complete the payment process.**

**Your account email address will populate for the for the receipt. It can be changed if you need it to go to another address.**

### Enter your payment information

When would you like to pay?

Now

Later

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How are you going to pay?

Enter new credit card

Enter new eCheck

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Where should we send your receipt?

Email for receipt\*

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You will not be charged until you review your payment on the next step

### Summary

Subtotal \$119.12

An additional fee may be charged based on your method of payment

**PLEASE CONTACT US IF YOU NEED ASSISTANCE**  
**(253) 841-5550 | [copbilling@puyallupwa.gov](mailto:copbilling@puyallupwa.gov)**