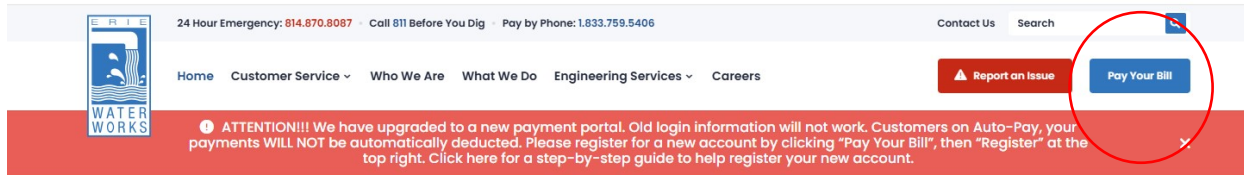
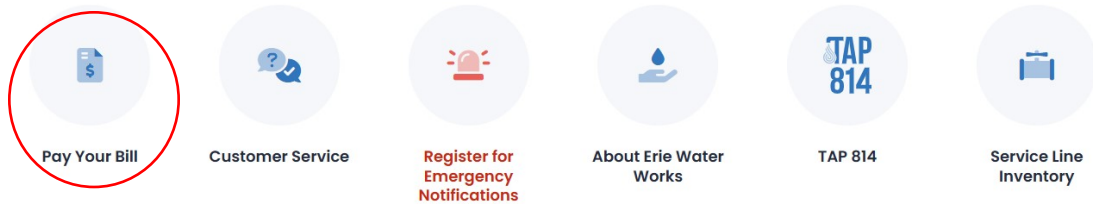


# Erie Water Works NEW Payment Portal Registration Guide

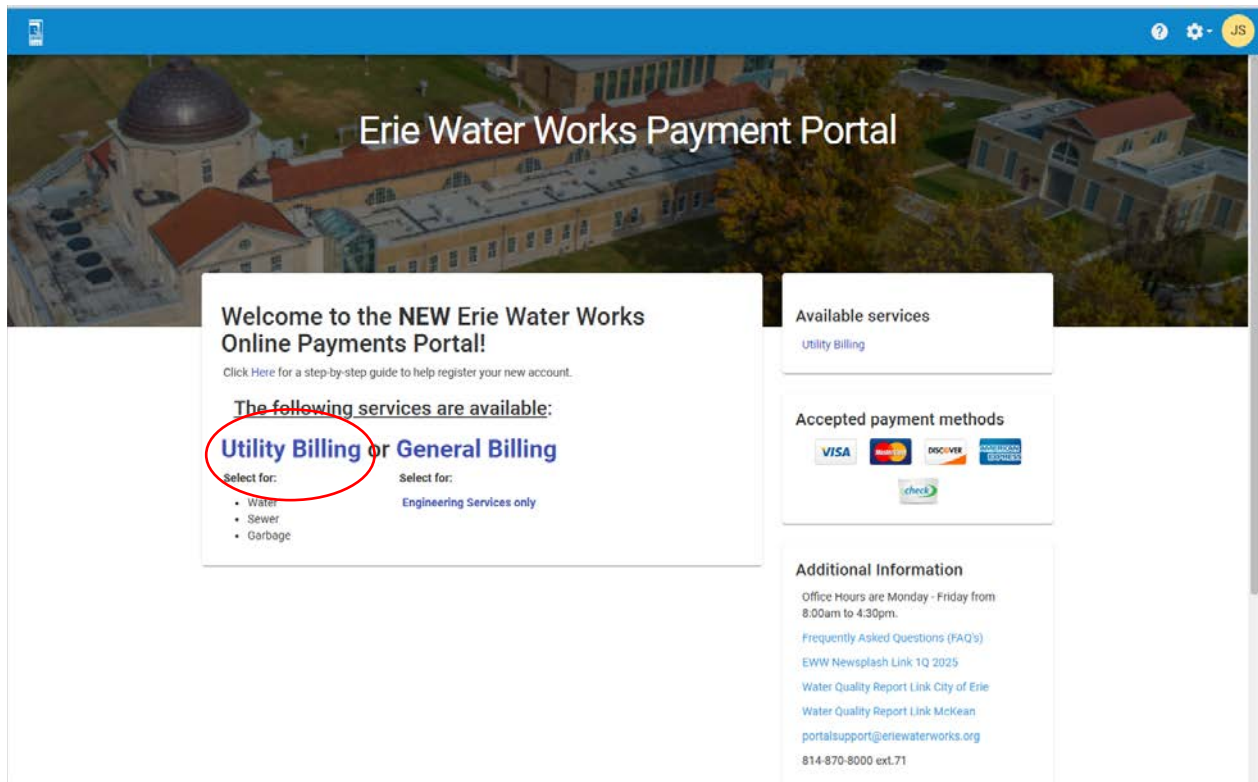
- Visit eriewater.org
- Click on Pay Your Bill




## Erie Water Works World-Class Water, First-Class Service®

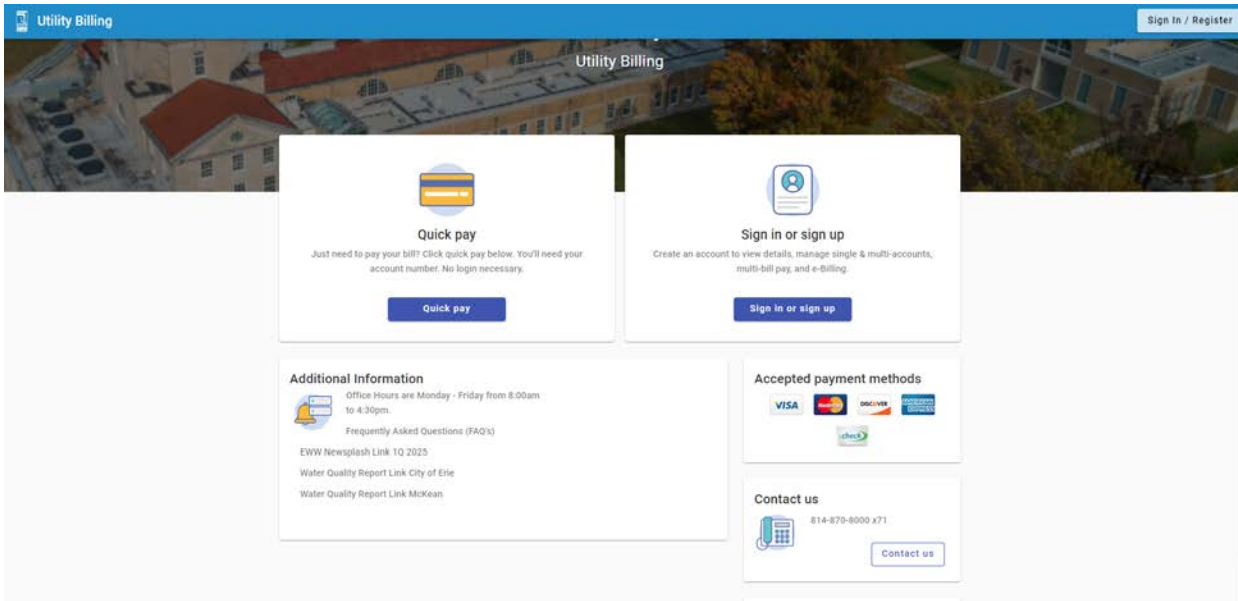


- Click on Utility Billing

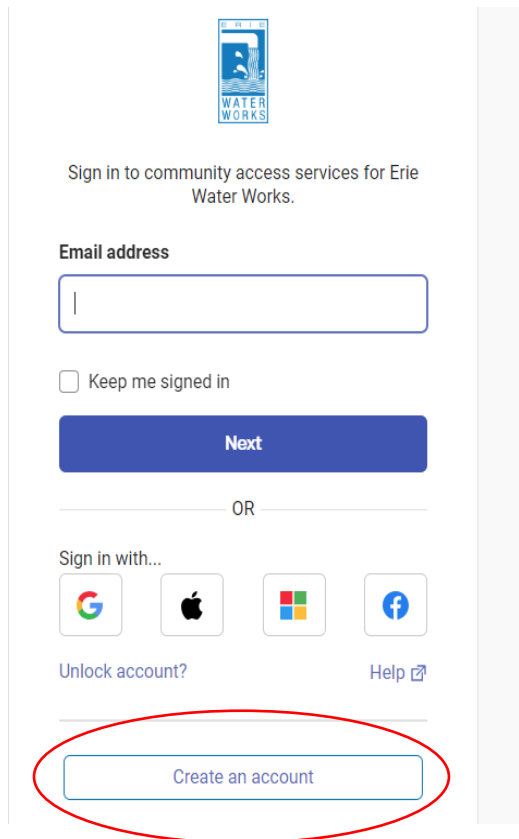


- To make a one-time payment click on  (you will need our account #)


- You must register to access your account information, set-up ebilling or auto-pay click 



- To register click on Create an account



- Enter your email address, first and last name, phone number and create and enter a password
- After the required information is entered, click on Sign up

  
Create an account

Fields are required unless marked optional.

**Email**

**First name**

**Last name**

**Mobile phone** Optional

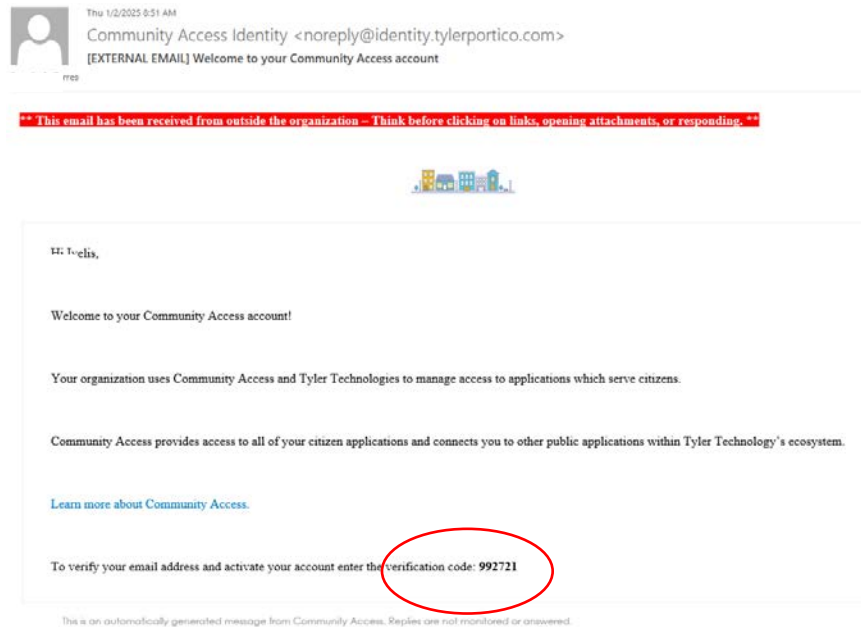
Password requirements:

- × At least 8 characters
- × A lowercase letter
- × An uppercase letter
- × A number
- ✓ No parts of your username

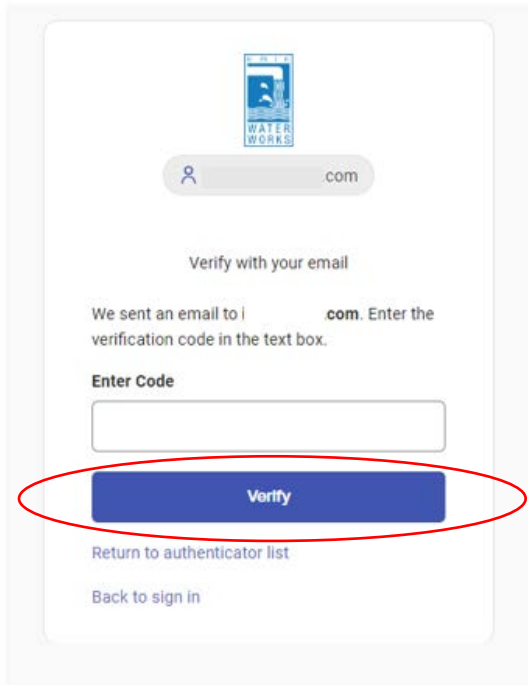
**Password**

**Sign up**

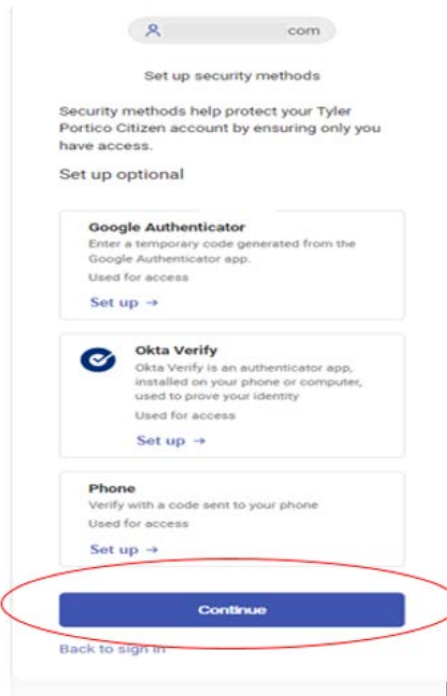
- A verification code will be sent to your email address from Community Access Identity. This code will be used for your initial login. See example below:



- Once you receive the code enter it on the payment portal and click on Verify to complete the registration process

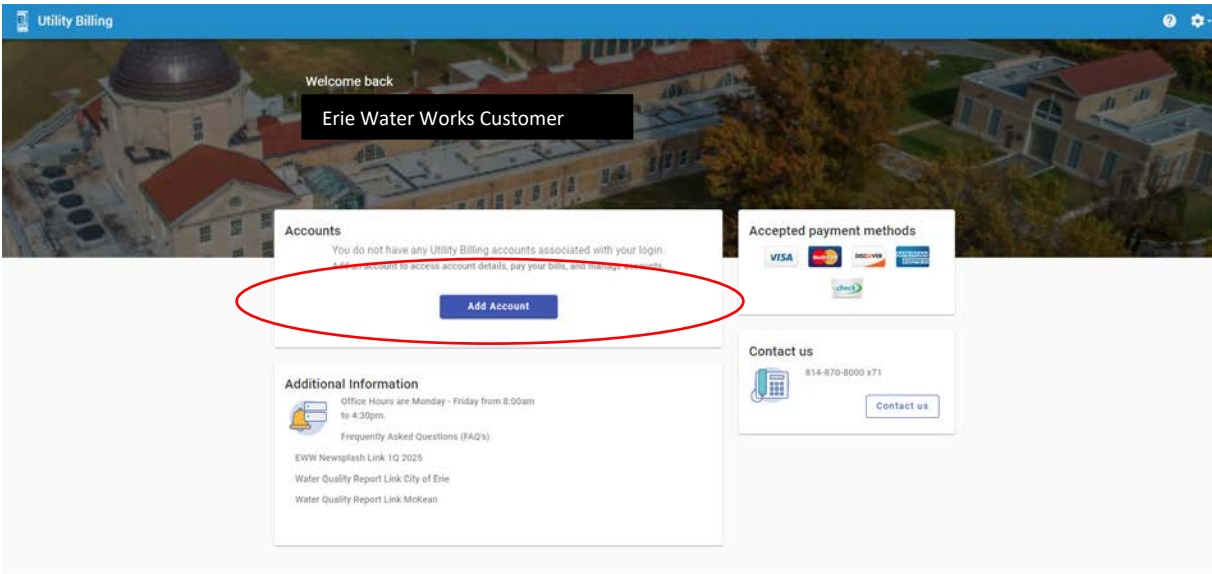


- Additional security options are available, such as Google Authenticator, though this step is optional, to proceed click on Continue



- Once you complete the registration process, you can add your account by clicking on

**Add Account**



- Locate your Account Number & Customer Number on your invoice

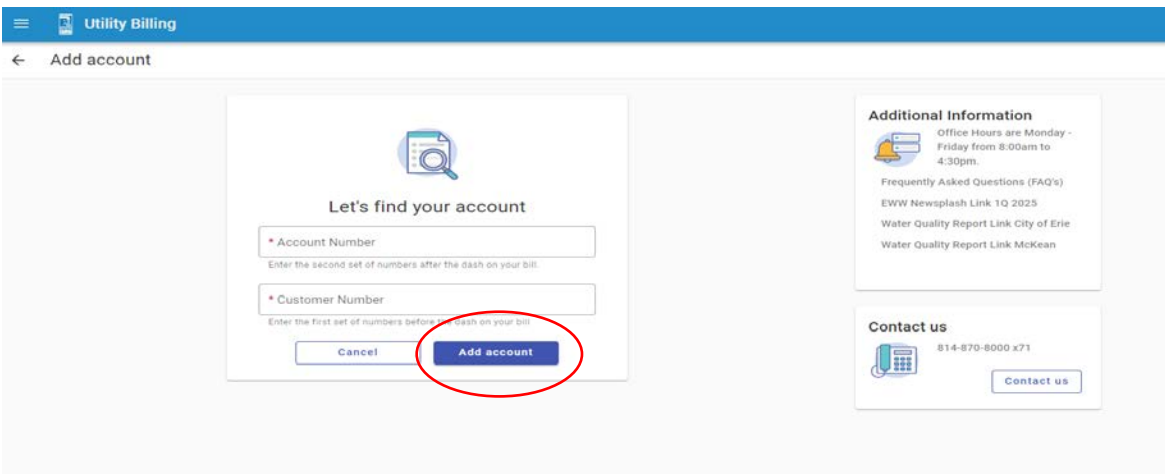
For account  
Information call  
814-870-8000  
Ext. 71

**Utility Service Invoice**  
**CUSTOMER COPY**  
Please keep this portion for your records.

ACCOUNT #		SERVICE LOCATION
Customer # →	123456-789123 ← Account #	
BILL NUMBER	BILL DATE	ACCOUNT TYPE
		DUE DATE

- Enter your Account Number & Customer Number & click

**Add account**



- Once you have successfully added your account, your customer specific information will appear. Click on Account Detail for more information.

The screenshot shows the 'Utility Billing' portal. The left sidebar has 'Account detail' circled in red. The main content area includes a 'Welcome back' message, a 'Pay Now' button, and sections for 'Last Payment' (\$179.18 paid 1/10/2025), 'Current bill' (\$209.38 billed 2/24/2025, due 3/16/2025), and 'Water Consumption History (CCFs)'. There are also buttons for 'Pay bills' and 'Enroll in auto pay'.

- To add additional accounts, click on Manage Accounts and then click on Add Account

The screenshot shows the 'Manage accounts' page. The 'Manage accounts' link in the left sidebar is circled in red. The main content area shows a table of accounts with a '+ Add Account' button circled in red. The table lists account number 288160, a last payment of \$336.45, and a current balance of \$0.00 due 1/7/2025.



We appreciate your patience as we introduce our new payment processing portal.