

**RESIDENT ACCESS PORTAL & UTILITY BILLING**

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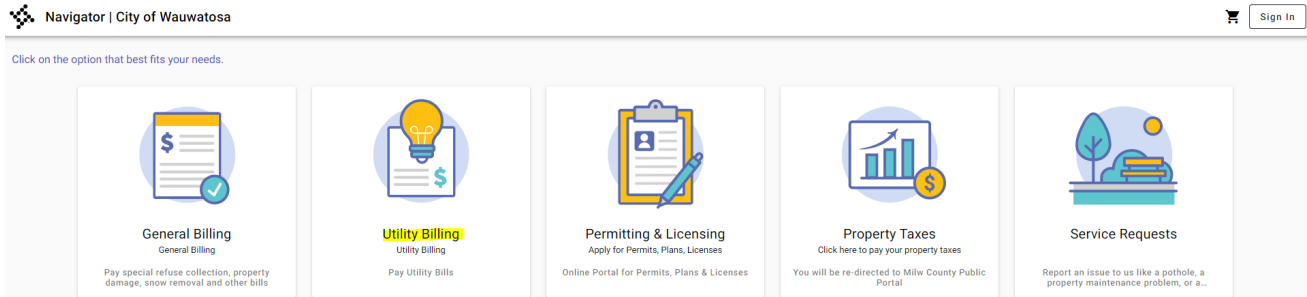
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# Steps to create and maintain Utility Billing Account

## Establish Resident Access Account:

[City of Wauwatosa Resident Access Portal \(CLICK HERE\)](#)

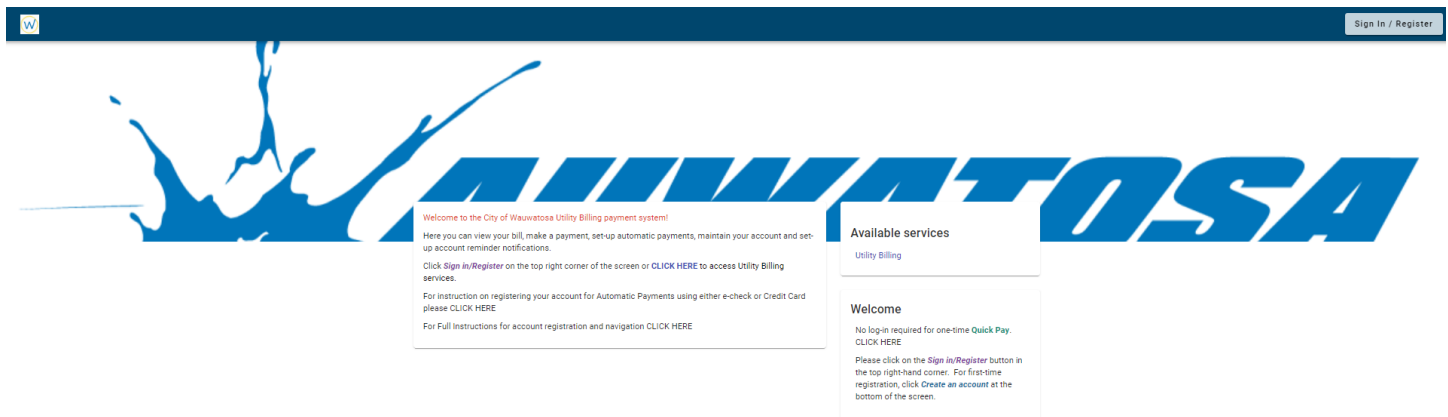
New Resident Access Portal for the City of Wauwatosa. This document will walk you through using the new Access portal and its features. Please click the link above to access the new navigation dashboard. Select the Tile/Icon of the portal you wish to visit.



- “Quick Pay – Utility Account” will let you make a one-time payment without needing to register an account or sign-in.

The screenshot shows a form titled 'Let's find your account' with a magnifying glass icon. It contains two input fields: '\* Account Number' and '\* Customer Number'. Below the fields are two buttons: 'Cancel' and 'Find bill'. At the bottom, there is a link: 'Sign in to manage account'.

- “Utility Billing” will give you full access to your customer service account




Click the “Sign in / Register” button in the upper right-hand corner of the screen





At the login screen you will have the ability to login by social media or by e-mail if you already have an account set up.


If you do not have an account, you can click “Create an account”




Sign in to community access services for  
City of Wauwatosa

 [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](#)

[Create an account](#)

When registering for an account you will need to provide an e-mail address, name and phone number



Create an account

Email  
  
• This field cannot be left blank

First name  
  
• This field cannot be left blank

Last name  
  
• This field cannot be left blank

Mobile phone Optional

Password  
  
• This field cannot be left blank

Password requirements:

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

[Sign up](#)

[Already have an account?](#)

Activation e-mail will come from  
[noreply@municipalonlinepayments.com](mailto:noreply@municipalonlinepayments.com) Please  
check your junk/spam folders

## New Account Registration

Welcome to Municipal Online Services! You're receiving this email because you registered an account online. If you did not request this account, please disregard this email.

To activate your account please click the button below:

[Activate Account](#)  
8/2/2024 9:36:46 AM

Note: Activation link expires in 24 hours, please log in again to receive a new activation email.

If you have an account and do not have the password you can click **“Forgot password”** link and proceed through the forgot password process. E-mail will come from [noreply@municipalonlinepayments.com](mailto:noreply@municipalonlinepayments.com) Please check your junk/spam folders.



Verify with your password

 water@wauwatosa.net

Password

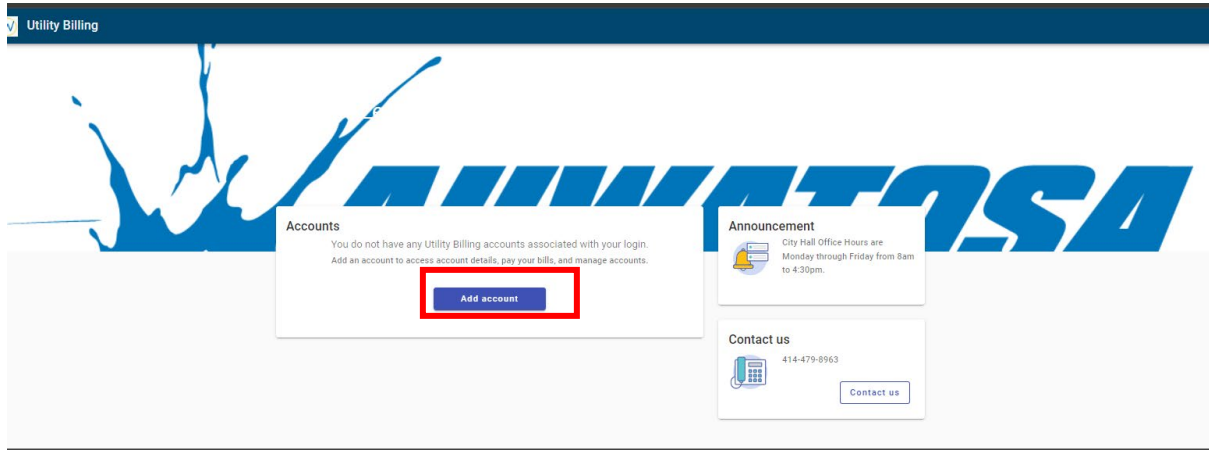
Verify

[Forgot password?](#)

[Back to sign in](#)


## Add Utility Billing Account

- Click **“Add account”**



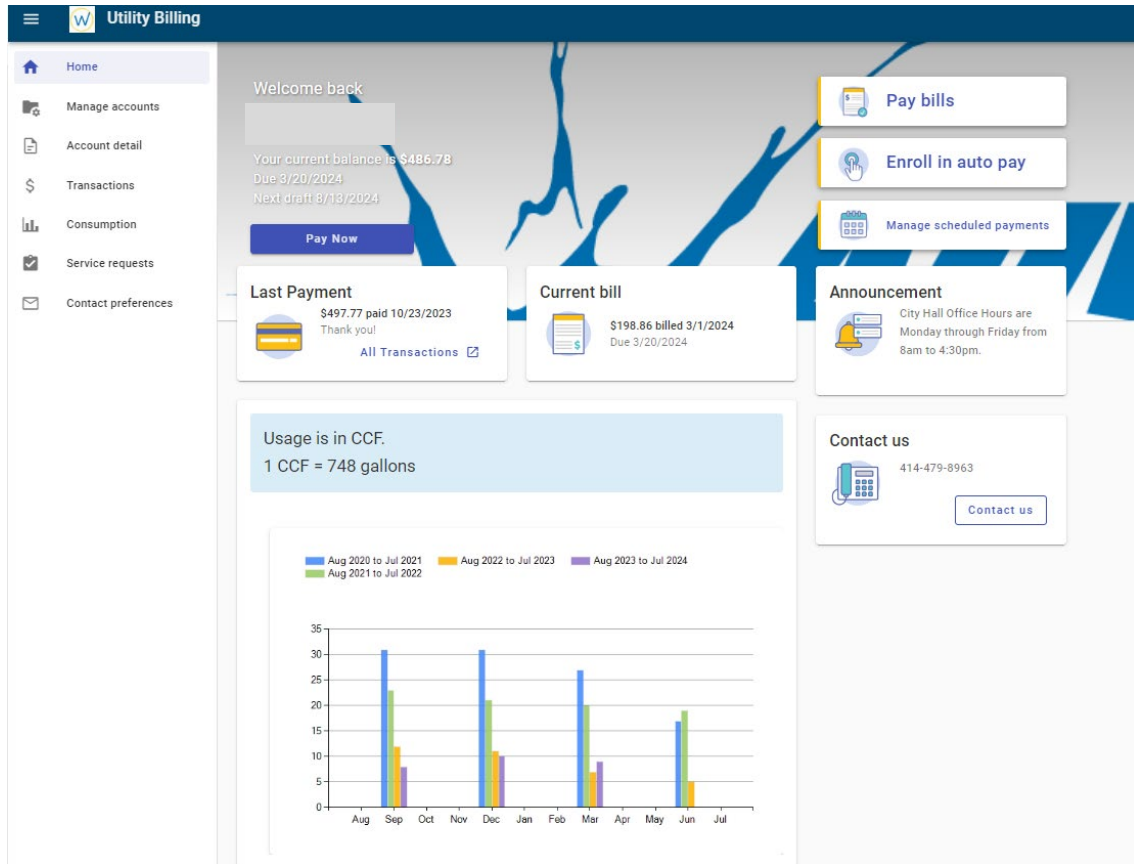
- Add account number & customer number, as found on your Utility Bill
  - Account number (6 digits) and Customer number (between 1-5 digits)
  - These numbers are located at the top of your Utility Bill. See example below.
- If you would like to set up your account before your new bill is issued, please contact the Water Business Office at by clicking the **“Contact us”**, by e-mail: [water@wauwatosa.net](mailto:water@wauwatosa.net) or by phone: (414)479-8963, Option #3, if you should need any assistance.
- If you have more than one account, you can add them under the **“Manage accounts”**

A screenshot of a web form titled 'Let's find your account'. At the top center is an icon of a magnifying glass over a document. Below the title are two input fields. The first is labeled '\* Account Number' and the second is labeled '\* Customer Number'. Below the input fields is a paragraph of text: 'Please use your Account Number and Customer Number to register. Account and Customer numbers can be found on your Utility Bill.' At the bottom of the form are two buttons: 'Cancel' and 'Add account'.

	<b>WAUWATOSA WATER UTILITY</b> 7725 W. North Avenue Wauwatosa, WI 53213-1720 Phone (414) 479-8963 E-mail: <a href="mailto:water@wauwatosa.net">water@wauwatosa.net</a>	<b>HOURS</b> Monday - Friday 8:00 a.m. - 4:30 p.m. <a href="http://www.wauwatosa.net">www.wauwatosa.net</a>	<b>UTILITY BILL</b> Customer Copy <i>Keep this portion for your records</i>	
<b>CUSTOMER NAME</b>	<b>ACCOUNT #</b>	<b>CUSTOMER #</b>	<b>SERVICE LOCATION</b>	
JOHN & JANE DOE	123456-	98765	7500 W NORTH AVE	
<b>BILL NUMBER</b>	<b>BILL DATE</b>	<b>PARCEL ID</b>	<b>ACCOUNTY TYPE</b>	<b>DUE DATE</b>
24680	09/01/2020	1234567890	RESIDENTIAL	09/20/2020

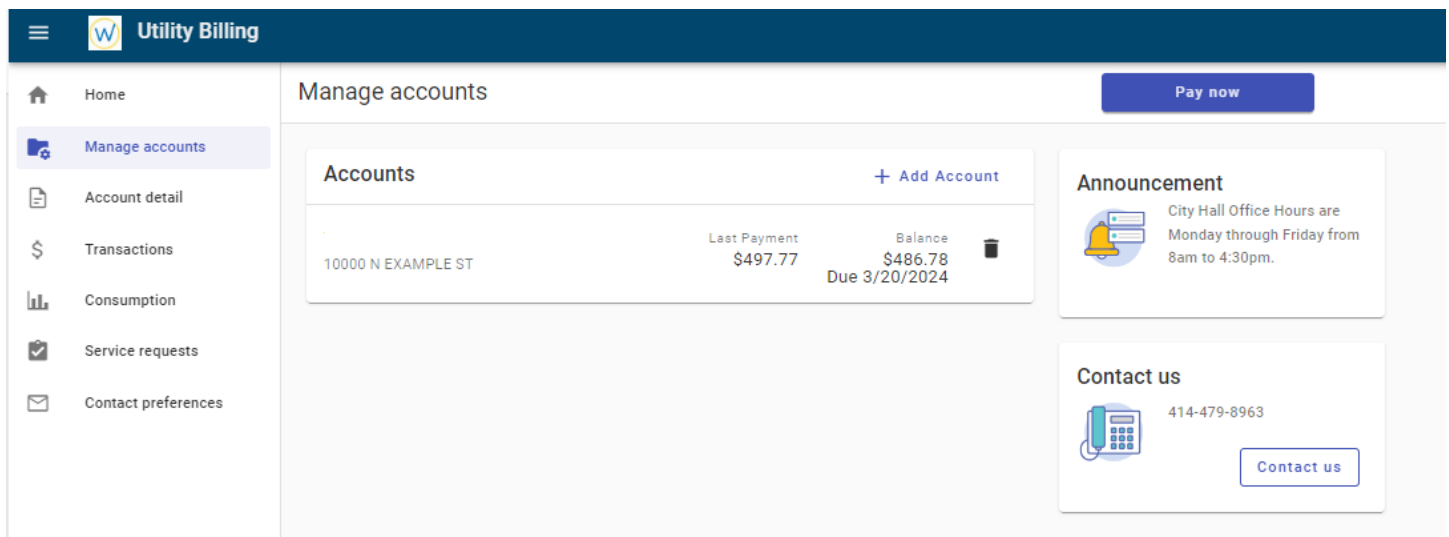
## Navigating Utility Billing

The left-hand side navigation menu allows you access information on your account. On the home page your current balance owed will display at the top of the screen. You will also have direct access to your Current bill and Last payment as well as a consumption graph of water usage.





## Manage Accounts

Will give you access to access your account(s). If you have multiple Utility Billing accounts in the City, you will be able to toggle between the accounts and/or add & remove accounts as needed



## Account Detail

Will give you full details of your account: Account Summary, Metered Services, Non-Metered Services and bill copies in PDF. Under the account summary, you can update mailing address as needed and can Enroll in auto pay.


  Utility Billing

Home Manage accounts **Account detail** Transactions Consumption Service requests Contact preferences

### Account detail

[Pay now](#)

#### Account summary

Account		Balance	
Owner	JOHN & JANE DOE	Prior account balance	\$285.09
Service address	10000 N EXAMPLE ST	Current bill	<b>Due 3/20/2024</b> \$198.86
Mailing address	10000 N EXAMPLE ST 	Transactions since current bill	\$6.56
Auto pay	<a href="#">Enroll in auto pay</a>	Account balance	<b>\$486.78</b>




#### Metered services

Service	Meter Number	Status	Start Date	End Date
WTR USE R	46647498	ACTIVE	1/20/2005	


#### Non-metered services

Service	Status	Start Date	End Date
WTRSERVICE	ACTIVE	1/20/2005	
PUB FIRE	ACTIVE	1/20/2005	
SWR USE L	ACTIVE	1/20/2005	
SWR USE M	ACTIVE	1/20/2005	
MMSD CON	ACTIVE	1/20/2005	
STORM CHG	ACTIVE	1/20/2005	


#### Recent bills

-  3/1/2024 [View bill](#)
-  12/1/2023 [View bill](#)
-  9/1/2023 [View bill](#)

#### Announcement



 City Hall Office Hours are Monday through Friday from 8am to 4:30pm.

#### Contact us

 414-479-8963 [Contact us](#)

## Transactions

This section will show a history of all payments, bills and penalties associated to the linked account. By default, this will filter for the last year, but you can adjust and filter for more or less time. If you click on “Bill”, you can download a PDF copy of the desired bill.

  Utility Billing


Home | Manage accounts | Account detail | **Transactions** | Consumption | Service requests | Contact preferences

### Transaction history Pay now


From 08/13/2023 To 08/13/2024 Apply

Date	Description	Amount	Interest	Running balance
5/3/2024	Penalty	\$1.75	\$0.00	\$486.78
3/21/2024	Penalty	\$4.81	\$0.00	\$485.03
3/1/2024	<b>Bill</b>	\$198.86	\$0.00	\$480.22
2/21/2024	Penalty	\$2.79	\$0.00	\$281.36
1/23/2024	Penalty	\$2.76	\$0.00	\$278.57
12/21/2023	Penalty	\$2.73	\$0.00	\$275.81
12/1/2023	Bill	\$273.08	\$0.00	\$273.08
10/23/2023	Payment	(\$497.77)	\$0.00	\$0.00
9/21/2023	Penalty	\$4.91	\$0.00	\$497.77
9/1/2023	Bill	\$247.63	\$0.00	\$492.86
8/22/2023	Penalty	\$2.42	\$0.00	\$245.23

#### Announcement

 City Hall Office Hours are Monday through Friday from 8am to 4:30pm.

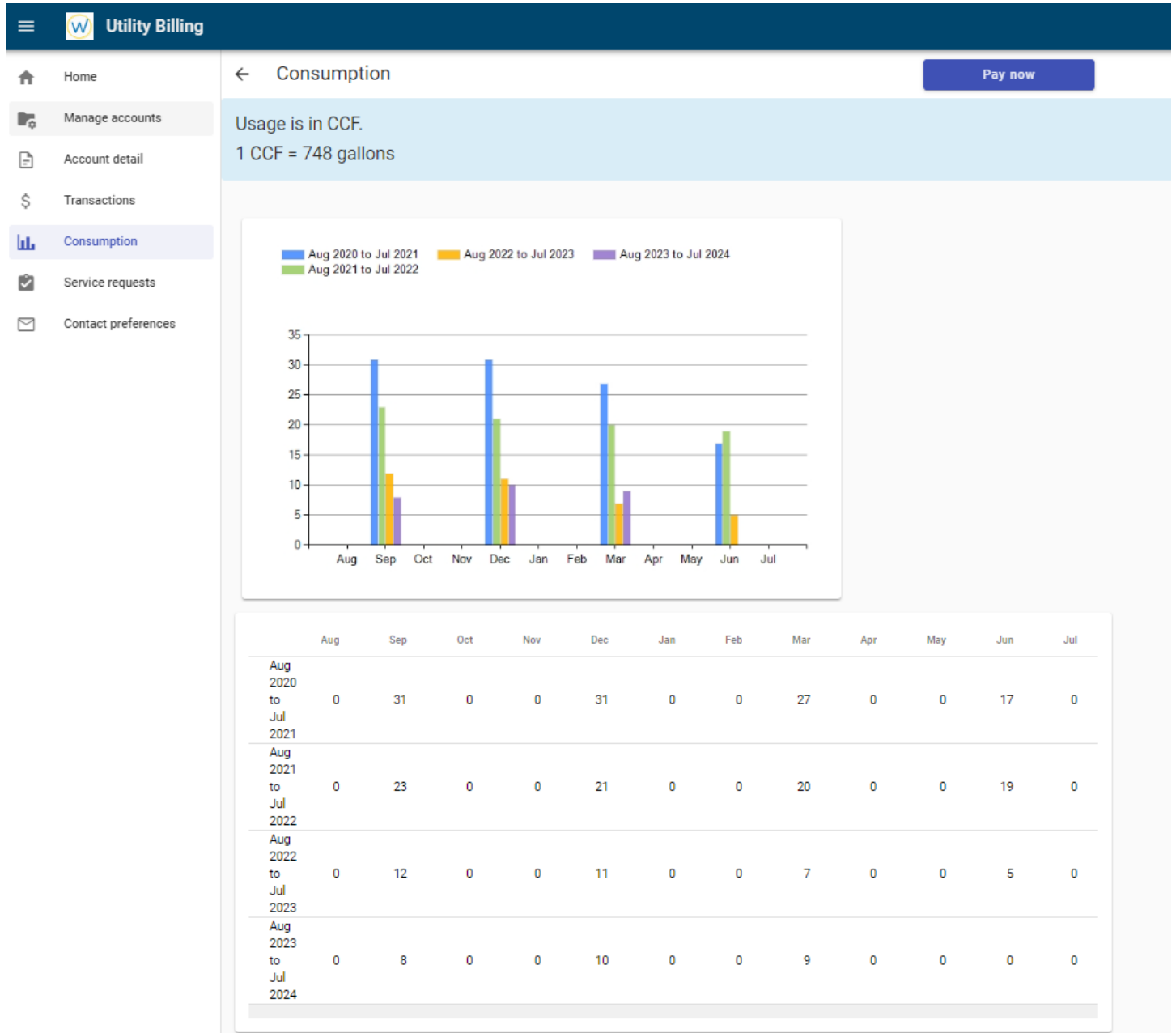
#### Contact us

 414-479-8963 Contact us




## Consumption

This section will show a graph of water consumption on the linked account. The consumption is tracked in 100's of cubic feet (CCF) which is equal to 748 gallons.



# Service Request

This section will allow you to notify the Water Business office if you are moving out.

 Utility Billing

Home | Manage accounts | Account detail | Transactions | Consumption | **Service requests** | Contact preferences

### Service requests Pay now

#### Submit service request

Here you can submit a request for specific services. After submitting a request, you will receive an e-mail message verifying your request.

\* Select address  
10000 N EXAMPLE ST

\* Select service  
Req for final bill

Request date  
09/23/2024


Special instructions or message  
Working with real estate agent

**Submit service request**

#### Previous requests

No previous requests found.

#### Announcement

 City Hall Office Hours are Monday thru Friday from 8am to 4:30pm.

We accept VISA, MasterCard and Discover only

Adequate funds must be available in your account to cover the automatic payment, insufficient funds will be subject to the same fee as a non-sufficient-funds check of \$30 and the normal late-payment penalty will apply

Pay over the phone: 414-323-2339


**Important Date Change:**

Auto pay through Credit Card or eCheck drafts (automatic withdrawal from your bank account) are now both processed on the 20th of the month

**Penalty Reminder:**

Total Amount Due must be received on or before the due date. Otherwise, a late charge of 1% per month will be added to any past due amount as of the 21st of the month.


#### Contact us

 414-479-8963

**Contact us**

## Contact Preferences

This section will allow you to update your billing preference: E-mail only, Print only, or E-mail & Print. You can also manage your e-mail reminders for bills and auto payment reminders.

 Utility Billing

Home | Manage accounts | Account detail | Transactions | Consumption | Service requests | **Contact preferences**

### Contact preferences Pay now

#### Sign up for e-Billing

Please enter in the email address below that you would like your utility bill sent to. Once you click on the submit button a confirmation email will be emailed to you.

To make sure you receive your bill each month please add our email address (---@---com) to your email contact list. Thank you for signing up for e-bills.

**10000 N EXAMPLE ST**

Sign up for e-Billing

Email

Mail paper copy


Reminders

Email reminders

Bill reminders	Auto Pay reminders
<input checked="" type="checkbox"/> New balance	<input checked="" type="checkbox"/> Successful payment
<input checked="" type="checkbox"/> Past due	<input checked="" type="checkbox"/> Drafted payment
<input checked="" type="checkbox"/> Prior to bill due date	<input checked="" type="checkbox"/> Payment method updated

Update

#### Announcement

 City Hall Office Hours are Monday thru Friday from 8am to 4:30pm.

We accept VISA, MasterCard and Discover only

Adequate funds must be available in your account to cover the automatic payment, insufficient funds will be subject to the same fee as a non-sufficient-funds check of \$30 and the normal late-payment penalty will apply

Pay over the phone: 414-323-2339


Important Date Change:

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Penalty Reminder:

Total Amount Due must be received on or before the due date. Otherwise, a late charge of 1% per month will be added to any past due amount as of the 21st of the month.

#### Contact us

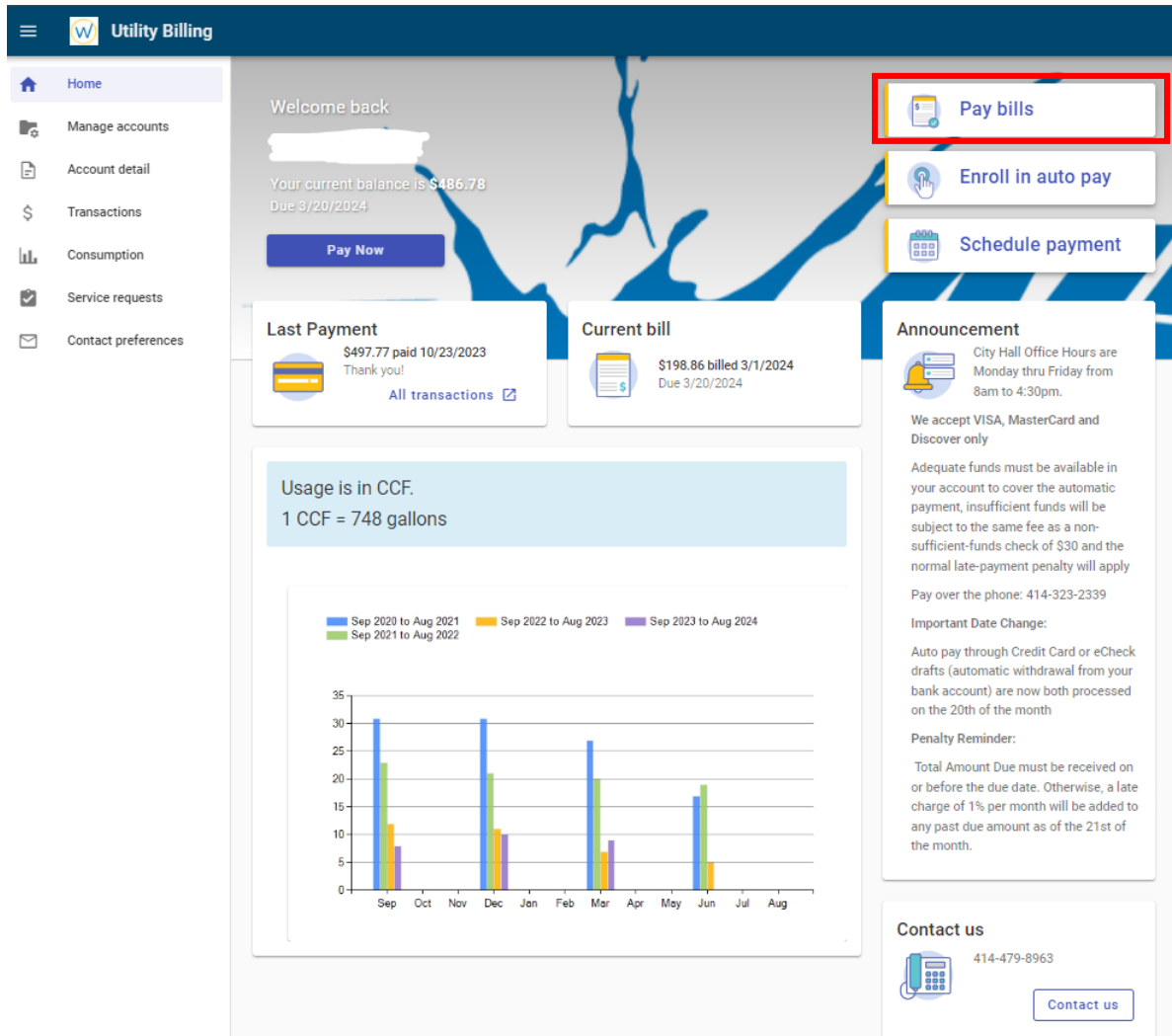
 414-479-8963

Contact us

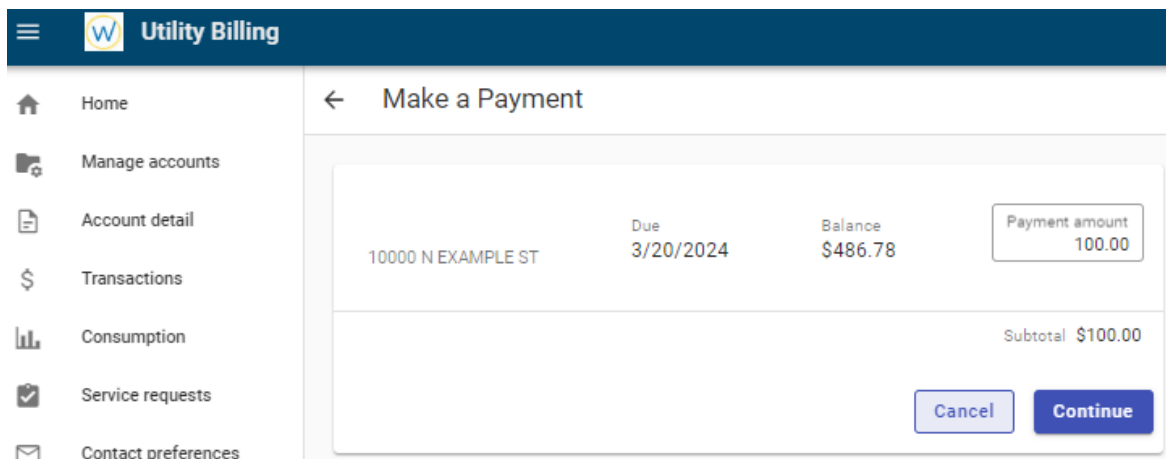
# Make a one-time payment

On Home or Account detail tab

Select **“Pay bills”** to set up automatic payment using either e-check or Credit Card payment methods (VISA, MasterCard and Discovery only).



Update **“Payment amount”** as desired and then click **Continue**



You can select to pay “Now” or “Later”. You can also add and/or payment methods as desired.

### Enter your payment information




When would you like to pay?




Now

Later

---

How are you going to pay?

 Visa ...1111  

 Checking ...9012  

Enter new credit card

Enter new eCheck

Please select or add a payment method

Where should we send your receipt?

Email for receipt\*

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

### Summary

Subtotal	\$100.00
Processing fee	\$0.00
<b>Total</b>	<b>\$100.00</b>

After clicking **Continue** click **Submit payment**

### Complete your payment

Review your payment method

Checking account ending in **9012**

---

### Summary of charges

Account #	\$100.00
Subtotal	\$100.00
Processing fee	\$0.00
<b>Total</b>	<b>\$100.00</b>

By clicking **Submit payment**, you agree to the following [privacy policy](#) and [terms of use](#).

You will then see a confirmation screen

### Thank you for your payment

Thank you for your e-check payment. Allow five to seven business days for funds to be withdrawn from your account.  
An email confirmation was sent to example@mail.com.

---

City of Wauwatosa  
7725 W. North Avenue Wauwatosa, WI 53213  
(414) 479-8963  
<https://www.wauwatosa.net/>

---

#### Transaction details

Date: September 05, 2024 09:56 AM CDT

Account #	\$100.00
<b>Total</b>	<b>\$100.00</b>

### Payment information

Checking account ending in 9012  
Confirmation number: NLK5TLVY5Y  
Transaction type: Purchase

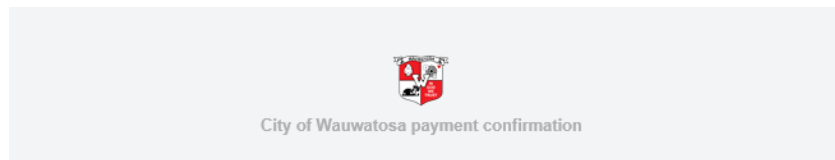
---

Thank you for your payment!

---

[Return to UtilityBilling](#)

E-mail from: Online Payments <noreply@tylerportico.com>



Hi

Thanks for your payment to City of Wauwatosa. This email is your receipt.

This purchase will appear on the account statement for your Checking account ending in 9012.

Confirmation #: 66RVFHYKT3      September 05, 2024 10:01 AM CDT


Description	Amount
Account #	\$100.00
Subtotal	\$100.00
Processing fee	\$0.00
<b>Total</b>	<b>\$100.00</b>

Thank you for your e-check payment. Allow five to seven business days for funds to be withdrawn from your account. If you have questions, contact customer service for help.

[View this receipt online](#)

Have a new credit card? You can easily [update your payment information](#).

For scheduled payments you can cancel and/or update payment information through your e-mail:



City of Wauwatosa scheduled payment confirmation

**Hi**

You have successfully scheduled a payment. This email is a reminder.

This purchase will appear on the account statement for your Visa ending in 1111. You will receive a receipt when the payment is processed.

**Scheduled payment date: 09/30/2024**

Description	Amount
Account #	\$100.00
Subtotal	\$100.00
Processing fee	\$0.00
<b>Total</b>	<b>\$100.00</b>

Thank you for your credit card payment. Allow up to 48 hours for your payment to be reflected on your account statement. If you have questions, contact customer service for help.

[View or cancel this scheduled payment](#)

Have a new credit card? You can easily [update your payment information](#).

### Your payment has been scheduled 🖨️ ✉️

Your payment will be processed on 09/30/2024.

Thank you for your credit card payment. Allow up to 48 hours for your payment to be reflected on your account statement.

An email confirmation was sent to: [\[redacted\]](#)

---

City of Wauwatosa  
7725 W. North Avenue Wauwatosa, WI 53213  
(414) 479-8963  
<https://www.wauwatosa.net/>

---

#### Transaction details

Account #	\$100.00
<b>Total</b>	<b>\$100.00</b>

[Cancel payment](#)

### Payment information

Visa ending in 1111

---

Thank you for your payment!

---

[Return to UtilityBilling](#)

# Sign up for Automatic Payments

On Home or Account detail tab

Select “**Enroll in auto pay**” to set up automatic payment using either e-check or Credit Card payment methods (VISA, MasterCard and Discover only).

**Note:** If you are not currently enrolled in auto pay, the button will say “**Enroll in auto pay**” if you are enrolled in an automatic payment method the button will say “**Manage auto pay**”.

**Utility Billing**

Home

- Manage accounts
- Account detail
- Transactions
- Consumption
- Service
- Contact preferences

Welcome back

Your current balance is \$486.78  
Due 3/20/2024

**Pay Now**

**Pay bills**

**Enroll in auto pay**

**Schedule payment**

**Last Payment**  
\$497.77 paid 10/23/2023  
Thank you!  
[All transactions](#)

**Current bill**  
\$198.86 billed 3/1/2024  
Due 3/20/2024

**Announcement**  
City Hall Office Hours are Monday thru Friday from 8am to 4:30pm.  
We accept VISA, MasterCard and Discover only  
Adequate funds must be available in your account to cover the automatic payment, insufficient funds will be subject to the same fee as a non-sufficient-funds check of \$30 and the normal late-payment penalty will apply  
Pay over the phone: 414-323-2339  
Important Date Change:  
Auto pay through Credit Card or eCheck drafts (automatic withdrawal from your bank account) are now both processed on the 20th of the month  
Penalty Reminder:  
Total Amount Due must be received on or before the due date. Otherwise, a late charge of 1% per month will be added to any past due amount as of the 21st of the month.

**Usage is in CCF.**  
1 CCF = 748 gallons

Bar chart showing usage data for various months (Sep, Oct, Nov, Dec, Jan, Feb, Mar, Apr, May, Jun, Jul, Aug) across four periods: Sep 2020 to Aug 2021, Sep 2021 to Aug 2022, Sep 2022 to Aug 2023, and Sep 2023 to Aug 2024.

**Contact us**  
414-479-8963  
[Contact us](#)

The next screen will allow you to select the desired account(s) you want to enroll in automatic payments.



- Home
- Manage accounts
- Account detail
- Transactions
- Consumption
- Service requests
- Contact preferences

Manage auto pay

**Not enrolled**

10000 N EXAMPLE ST	Balance \$486.78	Due date 3/20/2024	<a href="#">Enroll</a>
--------------------	---------------------	-----------------------	------------------------

**Announcement**

City Hall Office Hours are Monday thru Friday from 8am to 4:30pm.

We accept VISA, MasterCard and Discover only

Adequate funds must be available in your account to cover the automatic payment, insufficient funds will be subject to the same fee as a non-sufficient-funds check of \$30 and the normal late-payment penalty will apply

Pay over the phone: 414-323-2339

**Important Date Change:**

Auto pay through Credit Card or eCheck drafts (automatic withdrawal from your bank account) are now both processed on the 20th of the month

**Penalty Reminder:**

Total Amount Due must be received on or before the due date. Otherwise, a late charge of 1% per month will be added to any past due amount as of the 21st of the month.

**Contact us**



414-479-8963

[Contact us](#)

The next screen will allow you to select a payment method.

**Note: If you were enrolling in automatic credit card payments with our previous payment processor you will need to re-enroll with our new payment processor.**



- Home
- Manage accounts
- Account detail
- Transactions
- Consumption
- Service requests
- Contact preferences

## Enroll in auto pay



By enrolling in Auto Pay, you understand that your account will automatically be drafted on your bill due date. Any payments made prior to your bill due date will be reflected in the balance drafted.



### Payment day

Your payment will draft on your bill due date.  
Your first draft will be **9/20/2024**.

Cancel

**Enroll now**

## Enter your automatic payment information

---

To complete your enrollment, enter a new card or eCheck to charge for automatic payments on the following account.

Account

Account description Utility Billing Account

**Your automatic payments will be processed on the due date of your bills**

---

How are you going to pay?

- Enter new credit card
- Enter new eCheck

Where should we send your receipt?

By enrolling in automatic payments, you agree to the following [privacy policy](#) and [terms of use](#).

[Back](#)

[Finish](#)

Upon successful complete you will receive confirmation for your records



You're all set!

You have enrolled in automatic payments for the following account.

Account [Redacted]

Account description Utility Billing Account

[Continue](#)

E-mail from: Online Payments <noreply@tylerportico.com>



City of Wauwatosa auto pay registration confirmation

**Hi**

You have successfully set up auto pay.

Payments will appear on the account statement for your Checking account ending in 6789. You will receive receipts when payments are processed.

**Account** [Redacted]

**Account Description** Utility Billing Account

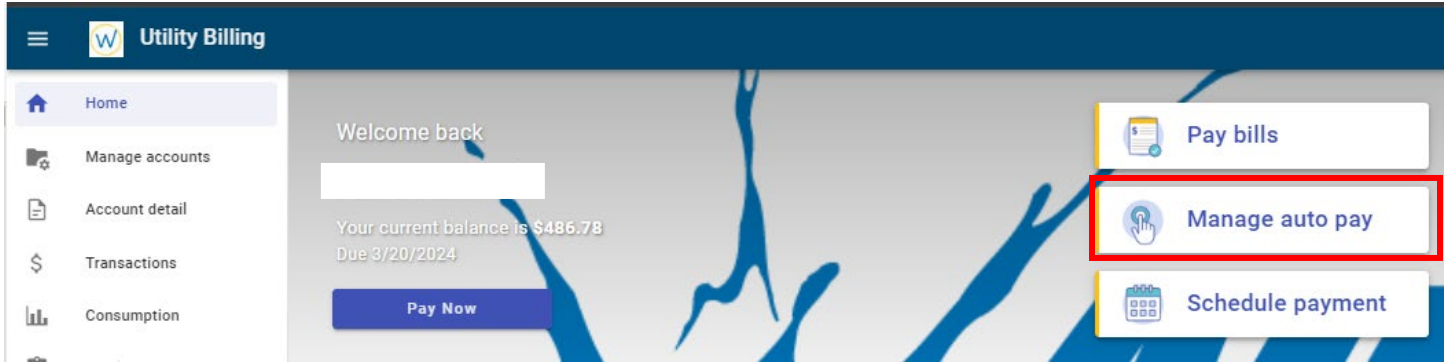
[Cancel automatic payments](#)

**August 12, 2024 03:53 PM CDT**

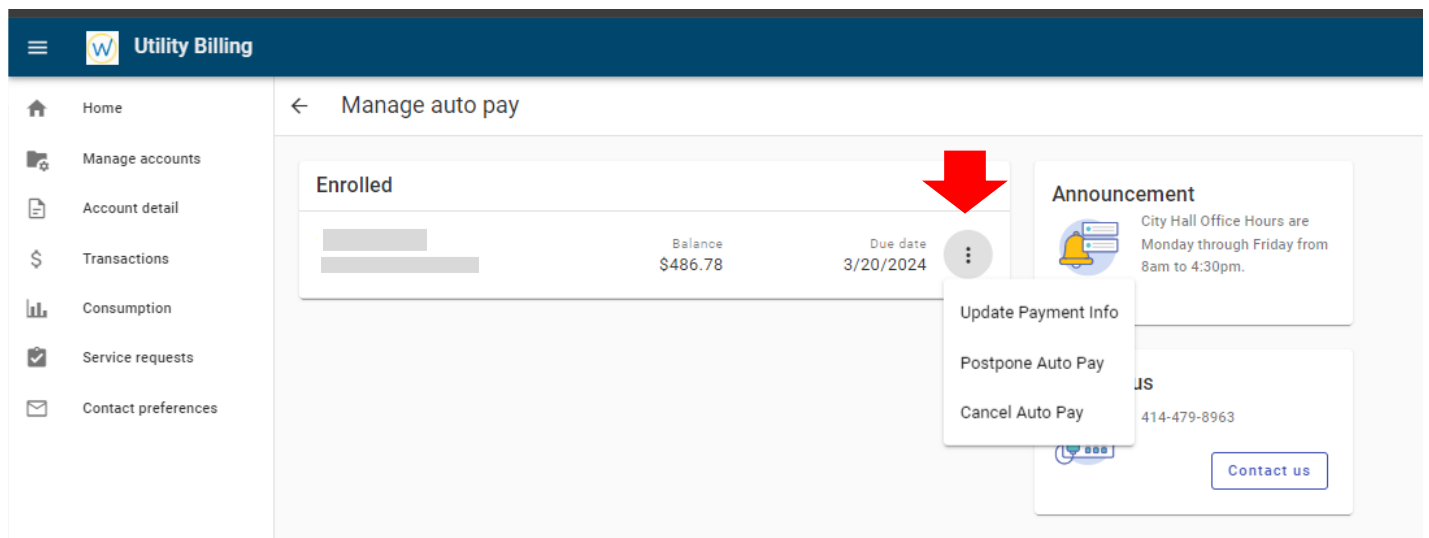
City of Wauwatosa  
7725 W. North Avenue Wauwatosa, WI 53213

[Website](#) | (414) 479-8963

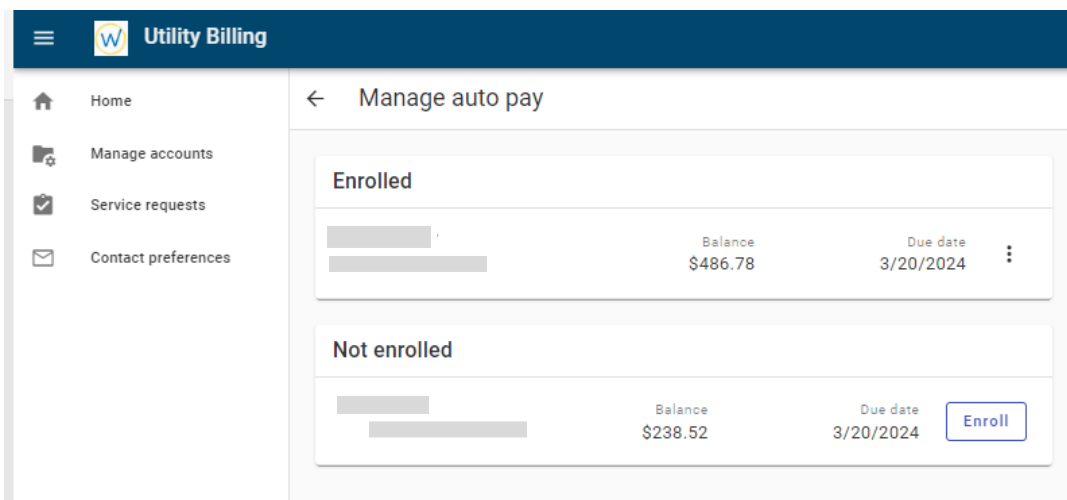
Once enrolled, you will now be able to “Manage auto pay” at any time by accessing your Resident Access Utility Account.



When clicking the three dots menu, you will have the ability to: Update Payment Info, Postpone Auto Pay and Cancel Auto Pay.



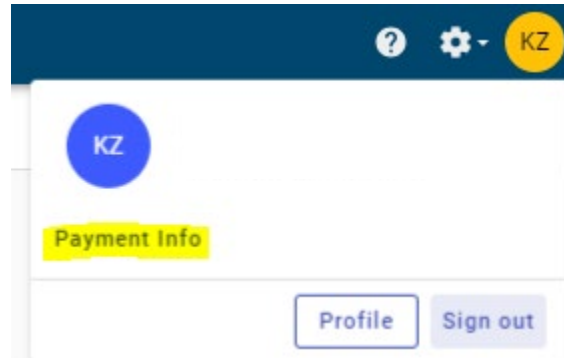
If multiple accounts are linked, each one will show if they are enrolled or not enrolled in auto pay



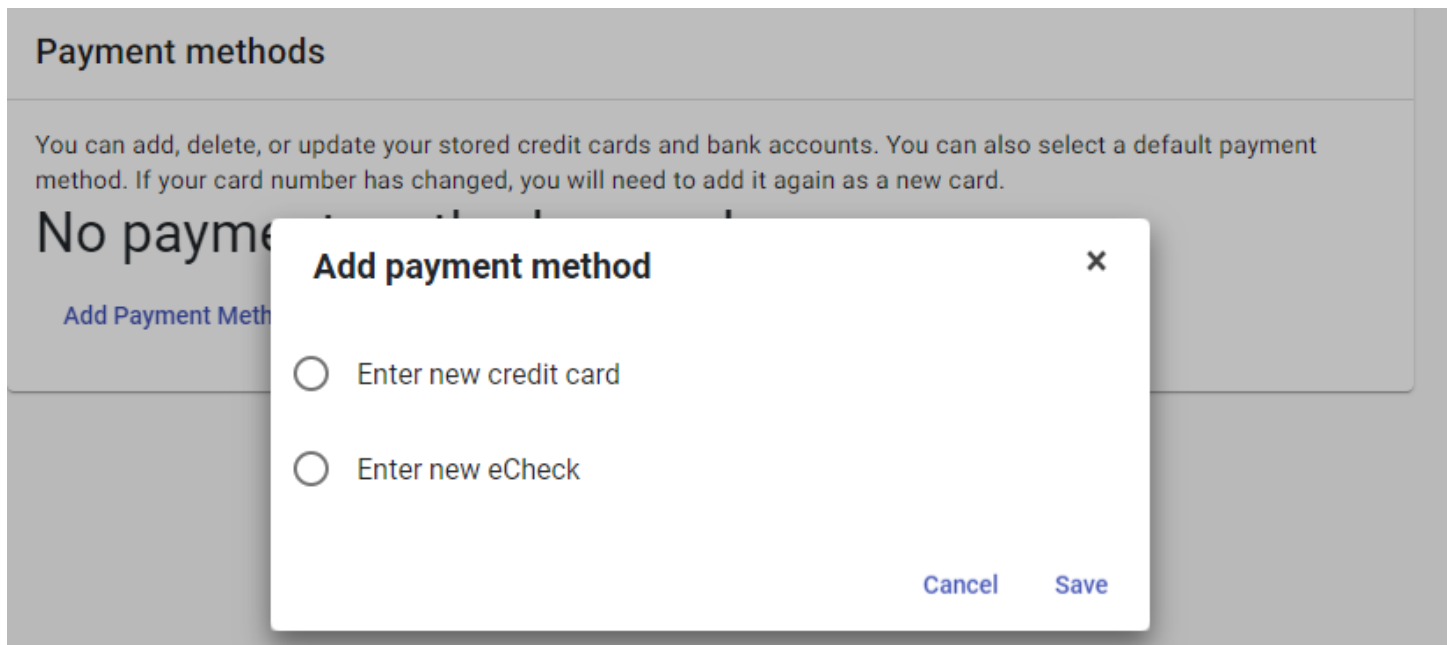
## Maintain Auto Pay Information

### Add New Payment Method

When logged into an account, you will be able to update and/or add a **“Payment Method”** for either Credit Card and/or eCheck by clicking the icon in the top right corner of the screen. Then click **“Payment Info”**



Then click **“Add Payment Method”** add a credit card or eCheck (checking or savings)



## Update Existing Payment Method(s)



### Payment methods

You can add, delete, or update your stored credit cards and bank accounts. You can also select a default payment method. If your card number has changed, you will need to add it again as a new card.

 Visa ...1111



 Checking ...6789



[Add Payment Method](#)



Payment methods on file can also be maintained when making a one-time or scheduled payment (when logged into an account).

### Enter your payment information

When would you like to pay?

Now

Later

How are you going to pay?

 Visa ...1111



Enter new credit card

Enter new eCheck

Where should we send your receipt?

Email for receipt\*

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

[Back](#)

[Continue](#)