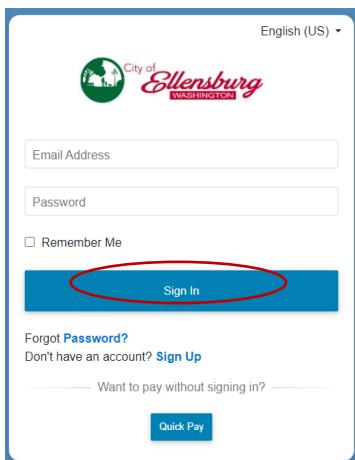


## Setting Up Your New Utility Customer Portal

### 1. Use the URL

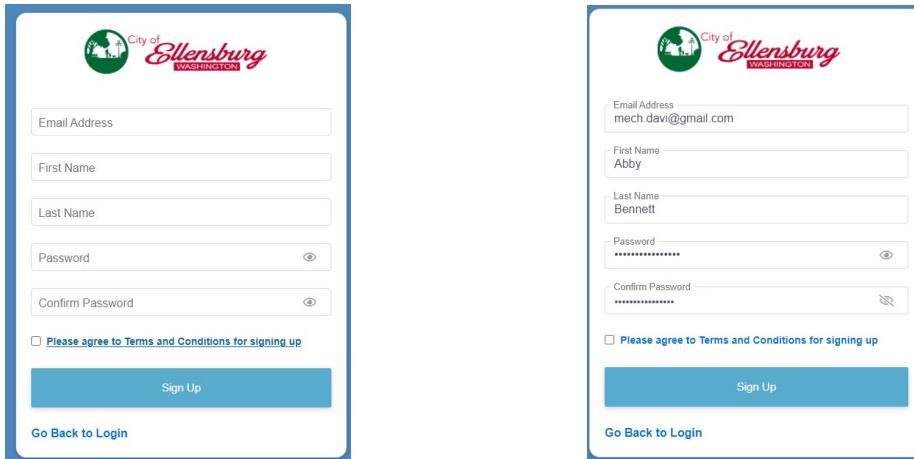
<https://myutilityaccount.ellensburgwa.gov>

### 2.



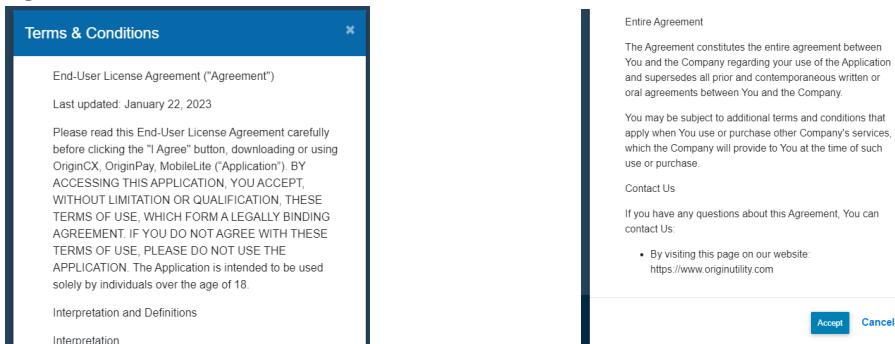
The screenshot shows the login interface for the City of Ellensburg utility customer portal. It features a logo with a green globe and the text 'City of Ellensburg WASHINGTON'. Below the logo are fields for 'Email Address' and 'Password', and a 'Remember Me' checkbox. A large blue 'Sign In' button is centered, with a red oval highlighting it. Below the button are links for 'Forgot Password?' and 'Sign Up'. A note says 'Want to pay without signing in?' followed by a 'Quick Pay' button. The top right corner shows a language selection dropdown set to 'English (US)'.

### 3. Enter the requested information from the “sign up” window.



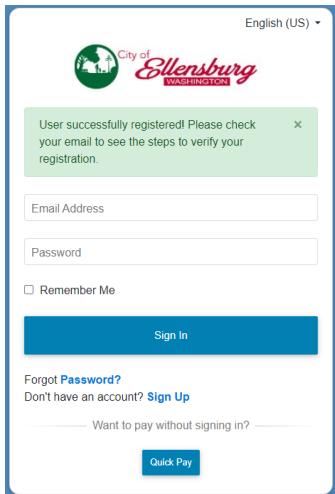
The screenshots show the sign-up process. The left window shows the initial state with empty input fields. The right window shows the fields filled with sample data: 'mech.davi@gmail.com' for Email Address, 'Abby' for First Name, 'Bennett' for Last Name, and masked text for Password and Confirm Password. Both windows include a 'Please agree to Terms and Conditions for signing up' checkbox and a 'Sign Up' button. The top of each window features the City of Ellensburg logo and navigation links for 'Go Back to Login'.

### 4. Agree to the Terms & Conditions.

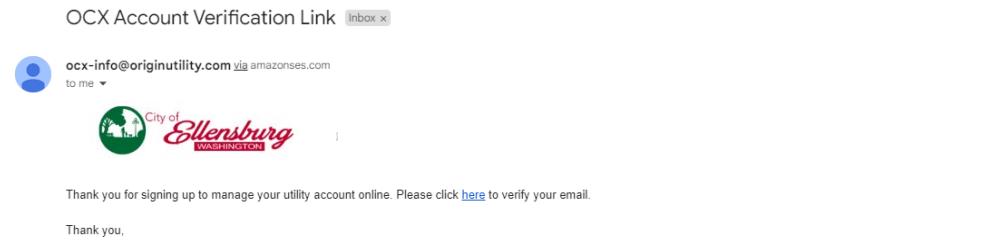


The screenshots show the 'Terms & Conditions' window. The left window displays the full text of the End-User License Agreement, which is a standard legal document. The right window shows a summary of the agreement, including a link to the 'Entire Agreement', a 'Contact Us' section, and a list of links. At the bottom are 'Accept' and 'Cancel' buttons.

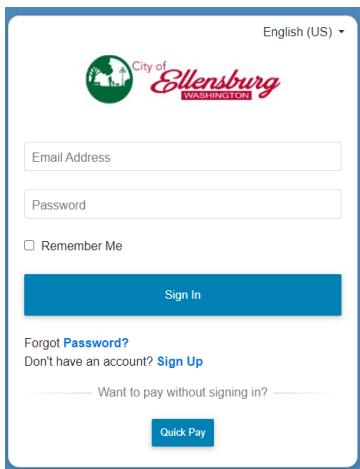
5. Select the “Sign Up” button, and the confirmation page displays.



6. Check your email. You'll see the verification message immediately “OCX Account Verification Link.”



7. When you click the link, it will allow you to sign in with your email and the password you previously set.



8. That first step is simply creating your online account in the new customer portal. The next step is connecting your utility account so that you can access it on the portal.

English (US) ▾  
Welcome, Michael ▾

**Customer Service** **Enrollment**

**Account Enrollment**  
Let's get started by entering your information for the account you want to add.

1 Select Account 2 Verify Account

Your account number can be found on your bill.

Enter account number **7474087332**

**Next**

**NEARWATER & SEWER**  
Linking People and Water  
920 Broad Street, Newark, New Jersey 07102

**Total Amount Due by Jun-16-2021** **\$266.26**

Account Name	0215797120	Total Amount Due by Jun-16-2021	\$266.26
Account Number	0215797120	Due by 1st of month	
Service Address	920 Broad Street, Newark, NJ 07102	Previous Balance	\$107.80
		Payments	+\$6.00
		Correlation Amount	+\$6.00
		Balanced Previous	+\$92.80
		Adjustments	+\$0.00
		Current Charges	+\$71.30
		Total Amount Due	+\$266.26

**Message Board**  
THE DEPARTMENT CONTINUES TO REMIND RESIDENTS THAT FILTERS/UNITS NEED TO BE REPLACED  
CARBON FILTERS ARE DUE TO EXPIRE IN JUNE. IF YOU HAVE QUESTIONS, PLEASE CALL (973) 733-6300 OR EMAIL: [WATERNASHBORG@NEWARK.NJ.US](mailto:WATERNASHBORG@NEWARK.NJ.US).  
CALL (973) 733-6300 OR EMAIL: [WATERNASHBORG@NEWARK.NJ.US](mailto:WATERNASHBORG@NEWARK.NJ.US) FOR AN ESTIMATED READING. IF YOU ARE RECEIVING LIST READ, PLEASE CALL (973) 733-6300 OR EMAIL: [WATERNASHBORG@NEWARK.NJ.US](mailto:WATERNASHBORG@NEWARK.NJ.US) TO SCHEDULE AN APPOINTMENT.  
OR CALL (973) 733-6300. ADDITIONALLY, THE DEPARTMENT IS STILL OFFERING FREE WATER TESTING.

**Additional bill details on back**  
PLS PRINT THIS INFORMATION ON YOUR PRINTOUT. MAKE YOUR CHECK PAYABLE TO: NEWARK WATER & SEWER

**NEARWATER & SEWER**  
Linking People and Water  
920 Broad Street, Newark, New Jersey 07102

**Give the environment a helping hand** [www.nearwater.com](http://www.nearwater.com)

Bill Id	021434513428
Bill Date	Jun-01-2021
Account Number	0215797120
Due Date	Jun-16-2021
Total Amount Due After Jun-16-2021	\$266.26
Total Amount Due	\$266.26
AMOUNT ENCLOSED	

**Don't have a print out of your bill? Contact us.**

9. Enter your utility account number. If you do not have your utility account number, please call Utility Customer Service at (509) 962-7201 or stop by the Finance/Utility Counter at City Hall. Account numbers will also be available on mailed December bills.

1 Select Account

Enter account number **7474087332**

**Next**

10. Enter the phone number associated with that account. (The phone number and account must match what is in our utility billing system, otherwise you will receive an error message.)

#### Account Enrollment

Let's get started by entering your information for the account you want to add.

1 Select Account 2 Verify Account

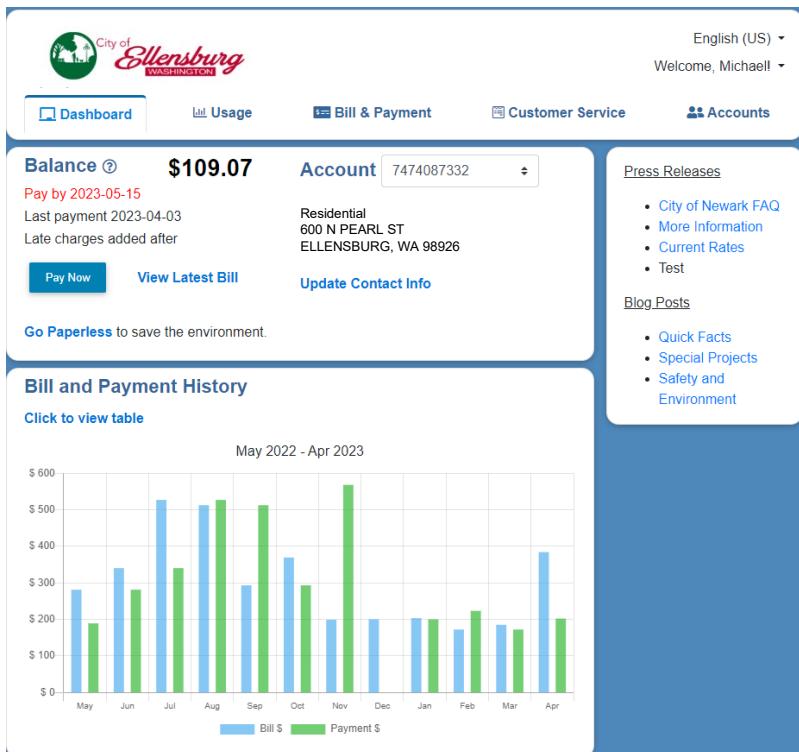
Enter Phone Number  
(979) 204-4793

**Complete**

[Go Back](#)

11. Once you've added the account number and phone number, you will be able to see the account information immediately in the new customer portal.

Pay your bill, view usage, or enroll in autopay. If you have any questions about your bill or notice any irregularities, please contact a customer service representative at (509) 962-7201.



 English (US) ▾  
Welcome, Abby! ▾

[Dashboard](#) [Usage](#) [Bill & Payment](#) [Customer Service](#) [Accounts](#)

**Balance** ② **\$-340.18**

Last payment 2023-04-19

[Pay Now](#) [View Latest Bill](#)

**Account** 1749673198

Residential  
501 N ANDERSON AVE  
ELLENBURG, WA 98926

[Go Paperless](#) to save the environment. [Update Contact Info](#)

**Bill and Payment History**  
[Click to view table](#)

May 2022 - Apr 2023



Month	Bill \$	Payment \$
May	\$200	\$200
Jun	\$210	\$210
Jul	\$210	\$210
Aug	\$210	\$450
Sep	\$290	\$290
Oct	\$310	\$310
Nov	\$170	\$170
Dec	\$160	\$160
Jan	\$140	\$300
Feb	\$150	\$150
Mar	\$160	\$160
Apr	\$160	\$160

**Press Releases**

- City of Newark FAQ
- More Information
- Current Rates
- Test

**Blog Posts**

- Quick Facts
- Special Projects
- Safety and Environment

 Welcome, Nicole! ▾

[Dashboard](#) [Usage](#) [Bill & Payment](#) [Customer Service](#) [Accounts](#)

**Pay Your Bills**

You have no saved payment methods. ×



**Account** 4406146165

Your Outstanding Balance: \$ ▼

Please enter a valid Amount.

Payment Method ▼

**Convenience Fees:**

- E-Checks Less Than \$1,000: \$0.50
- E-Checks Greater Than \$1,000: \$0.95 + 0.01% of Total
- Credit & Debit Cards: \$0.75 + 2.5% of Total

[Back](#) [Pay Now](#) [Add New Payment Method](#)

## Update Contact Information

## Mailing Address

Request 26236472649645 has been submitted to update Mailing Address. X

Country	United States of America
Address 1	501 N ANDERSON
Address 2	P.O. BOX 1234
City	ELLENSBURG
State	WA
Postal	98926

## Update Mailing Address

## Contacts

Cell Phone (979) 204-4793

## Update Contact Numbers

Close