

Customer Portal Registration Guide

Step 1

- Go to Polk County Utilities customer portal page on the web at <https://billpay.polkutilities.net/app/login.jsp>

Step 2







- Select the “Sign Up Now” option on the right portion of the page.

Register for the Customer Portal

Welcome!

We are pleased to bring you a new customer service experience. Before you login for the first time, you will need to register by creating a username and password.

The Customer Portal will provide 24-hour access to your account details and tools including:

-  More online bill pay options
-  View and download past bills
-  Schedule bill auto payments for bank draft or credit card
-  Add multiple accounts to your web profile
-  Access hourly water and consumption history
-  Start, stop or transfer service

Before you get started, please have your most recent bill handy to complete the registration form, as you will need your account and customer numbers and service zip code.

[Sign Up Now !\[\]\(d3102649f02e825ddb76dc3de0190154_img.jpg\)](#)

Step 3

- At the registration details page, you will need to fill out all the information required as seen below:

Web Access Registration

The information provided will only be used for the purpose of registration and not for forwarding unsolicited emails.

Login Details

***User Name:**

***Password:**

***Confirm Password:**

***Forgot Password Security Question:**

***Forgot Password Security Answer:**

***Sign-up for Paperless bills?** Yes, I want Paperless No thanks

Personal Details

***First Name:**

***Last Name:**

***Email Address:**

***Confirm Email:**

Phone Number: **Ext:**

Mobile Phone Number:

Preferred Language:

***Customer-Account Number - See below for sample**

***Enter Zip Code associated with service address:**

Register Now

Return to Login

QUICK Tips

Customer-Account Number

The Customer-Account Number is the combination of your **Customer Number** and your **Account Number** separated by a dash.

6 digits – 6 digits

Ex. 123456 – 123456


If either your **customer number** or **account number** is NOT six digits, you will need to add a “0” before it.

Ex. 123456 – “0”12345

Zip Code Associated with service address

The service address zip code can be different from your mail zip code. The zip code we need is the zip code used in the **service address**, or the address that has the water service connection.

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT. THANK YOU.



P.O. Box 2019 • Bartow, FL 33831-2019

Customer #	484968	Account #	222302	Due Date	07/14/2023
Customer Name	JANE SMITH				
Service Address	1045 ELM ST				
Due Date	08/03/2023	Total Due	\$ 252.45		

e.g. This customer receives their water service at this address, so this is their service address zip code.

If your mailing address is different from your service address, please do not use your mailing address zip. You must use only your service address zip.


Check here to indicate address change on the back of the bill

Please Enter Payment Amount

\$

Pay \$265.07 after 08/03/2023

JANE SMITH
1045 ELM ST
WINTER HAVEN FL 33884
000001



0000000000 0000025245 0000484968222302

Username Help

When choosing a username, the form recommends using your email address or a more permanent name.

Username rules:

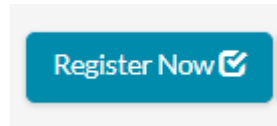
- The username can contain any letters, digits, and these 4 special characters: _ (underscore), @, . (dot), - (dash).
- The username must start with a letter or digit and not a special character.
- The length cannot exceed 120 characters.
 - You are required to enter a good or strong password that must contain a combination of letters and numbers. The password is stored in encrypted format in the database.

Password Rules:

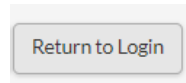
- Password must be between 8-20 characters and contain at least:
 - 1 uppercase letter (A-Z)
 - 1 lowercase letter (a-z)
 - 1 number (0-9) and
 - 1 special character: !@#%\$^*

STEP 4

- After all the details are filled, select the “Register Now” button.

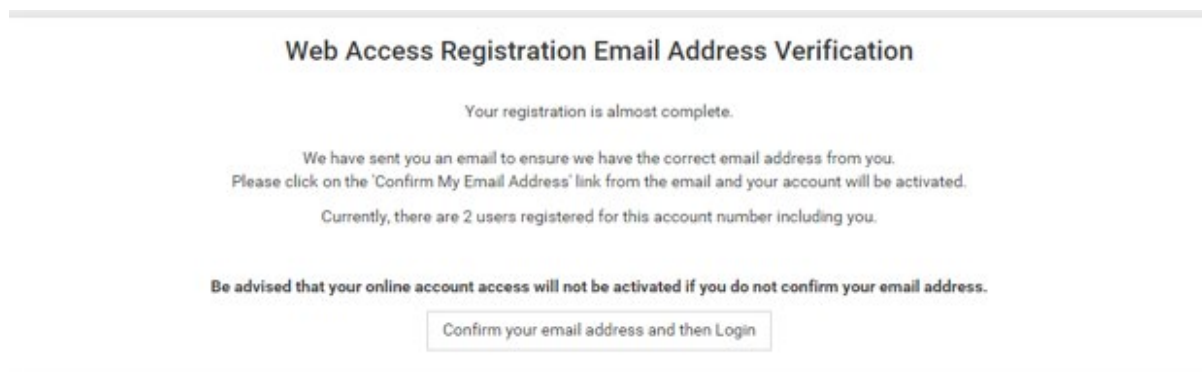


Note: If for some reason you need to return to the login page and not go forward in the process to setup your account, select the “Return to Login” button.



STEP 5

- You will be sent an email message to validate your email address to finish the account activation process. The message will be sent to the email address you used to register on the portal. The email message will look like the example below:



STEP 6

- When you receive the email message, select the “Confirm your email address and Login” button in the email. This will take you to the portal to login to your portal account as the last step to finish the account activation process.