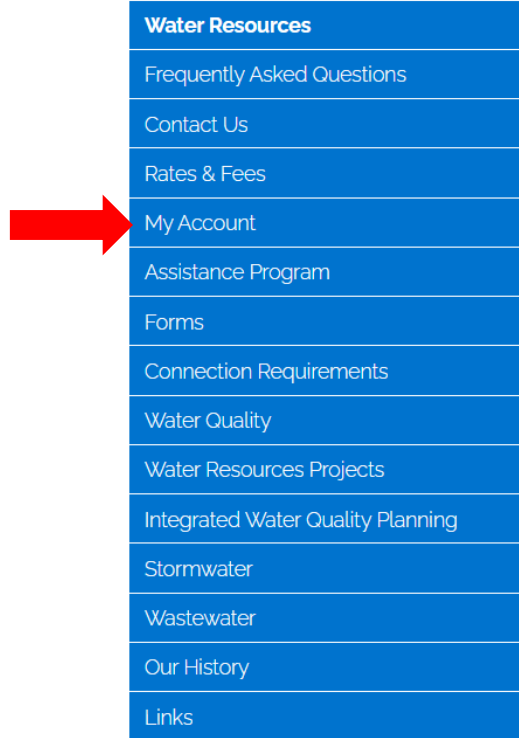


Online Account Access: Set Up, Add Accounts & Paperless Billing

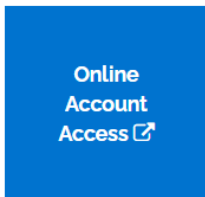
1. Go to www.burlingtonvt.gov/Water
2. In the Water Resources drop down menu to the left of the screen click on "My Account"



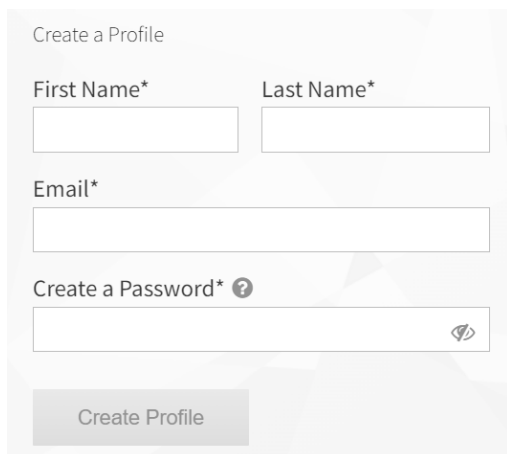
3. Under the title "Bill Formats" click the blue tile name "Online Account Access"

Bill Formats

All accounts receive a paper bill unless otherwise specified. You have the option to review your account online and/or opt in for paperless billing through our online platform, MyGovHub. You will need a valid email address and a recent bill to set up access.



4. This will bring you to the "Burlington Water Resources MyGovHub" page to create a profile.


A "Create a Profile" form with the following fields: "First Name*" and "Last Name*" (two separate input boxes), "Email*" (one input box), and "Create a Password*" (one input box with a question mark icon and a toggle icon for visibility). A "Create Profile" button is at the bottom.

5. You will be sent an email to verify the address. Please note that this verification email is only good for 24 hours so if it has been longer than that when you try to verify it will not work and you will need to start the process over.
6. Once you have verified your account you can log into your profile by using your email address and password
7. Once logged in you will need to add your account to your profile by clicking the "+Add Account" button in Blue

Accounts

 Add Account

Utilities

 You haven't added any accounts

8. One the next screen you will need to enter your Service Address **exactly** as it is shown on your bill otherwise the system will not recognize the account, see example below. Once this information is entered click "Find Accounts"

ADD ACCOUNT

Please enter information as shown on your bill.
Include both address and account number to find utility accounts.

Address*

235 PENNY LN

Account #*

12345670-00

Find Accounts

Reset

9. If you entered the information correctly it will show you a "Matching Account". Then check the box next to the account and click "Add Account"

Matching Accounts

Utility - CITY OF BURLINGTON
235 PENNY LN [REDACTED]

Add Accounts

Congratulations, your account has been added to your profile

10. If you want to go paperless, now is the time to do so by clicking the "Go Paperless Today!"

Go Paperless

Sign up for paperless billing and get email notifications for new bills sent to your inbox.

Go Paperless Today!

**Paperless billing requires a verified email address.*

11. You will then need to click the "Send Verification Email" button. This verification email is only good for 24 hours, so if it has been longer than that you need to click the button again to get a new verification email.

Send Verification Email

12. To view your account detail click on your service address highlighted in blue under the Utilities title. From here you can view your bill details as well as your billing history, payment history, usage reports and account info.

[BILL DETAILS](#) | [BILLING HISTORY](#) | [PAYMENT HISTORY](#) | [USAGE REPORTS](#) | [ACCOUNT INFO](#)

13. You can also make a payment by clicking one of two green payment buttons, see below. This will redirect you to our third party provider to make a credit card or echeck payment. There are no fees for this transaction.

✕ 235 Penny Ln

\$0.00

PAY NOW

\$0.00

Make a Payment

14. If you would like to set up automatic debit or are looking for other information about Water Resources please visit us at burlingtonvt.gov/Water.

15. If you would like to stop receiving paperless bills or remove an account from your profile then entirely then you need visit the account section of your profile. From there you can slide the button to deactivate paperless billing or click the remove button to remove the account as appropriate.

Paperless Billing



Email Notifications

New Bills

Actions

REMOVE

THANK YOU!