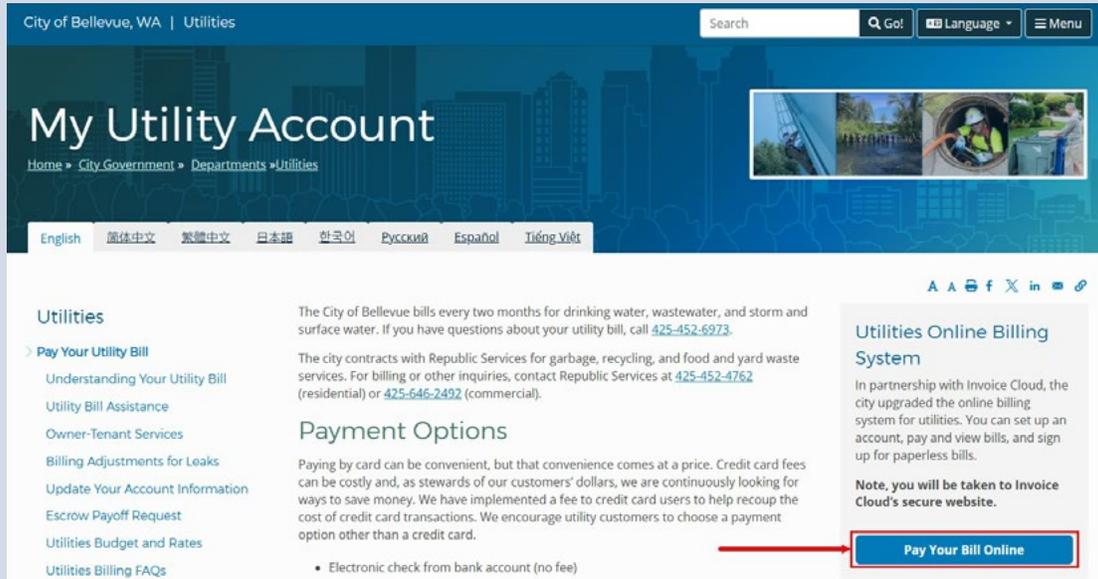
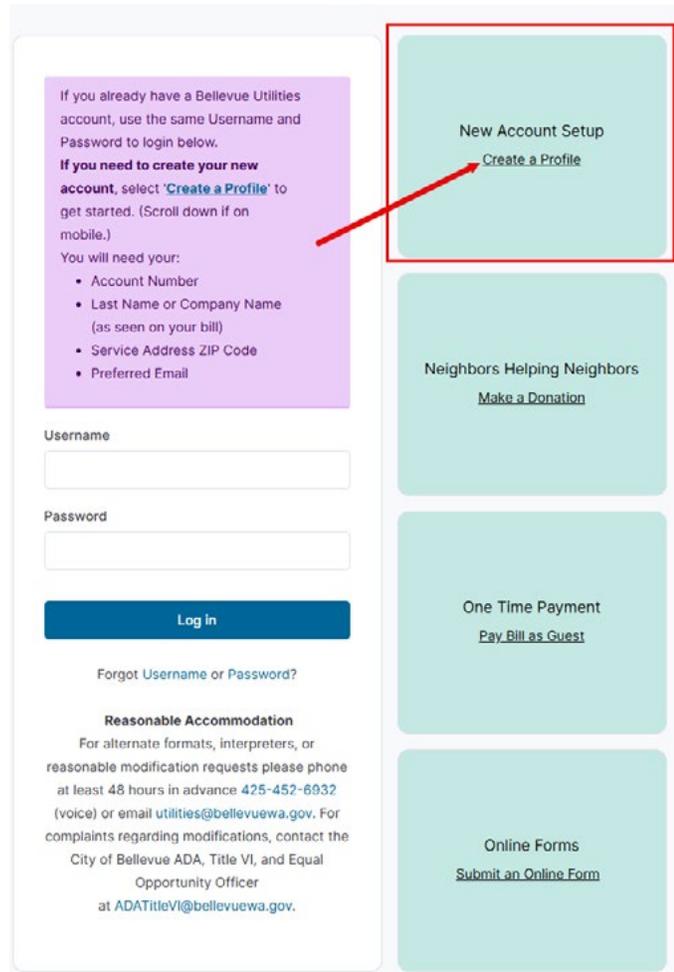


How to Register an Account

1 From the My Utility Account page, click the “Pay Your Bill Online” button.



2 You will be directed to the Customer Portal Log In page. On the right-hand side, click the Create a Profile tile.



3

You will be directed to the Create a Profile page. Complete all required fields (marked with an asterisk), then click the "Submit" button.

Create a Profile

Account Number *

1234567

Your account number can be found on the upper right corner of your bill.

Username *

johncustomer01

Username must be 5 to 60 characters. It can consist of a combination of upper and lower case letters and numbers and can include one or more of the following characters ^.\$#@-_

Customer Type *

Residential Commercial

First Name

John

Last Name *

Customer

Email Address *

john.customer@email.com

Confirm Email Address *

john.customer@email.com

Password *

.....



Confirm Password *

.....



Must be a minimum of 12 characters with at least one: lowercase letter, uppercase letter, number and any of the following characters !.#%&*

Please enter the ZIP Code of your account service address.

Service Address Zip Code *

98004

Receive email notifications

By default, you will receive email notifications for actions related to your utility services. This includes water outages, water quality, and leaks. If you do not want to receive these notifications, you can uncheck this box or manage them within your profile once it is established.

I agree to the [Privacy Policy](#). *

Submit

4

You will receive a Verification Code via Email. Enter the code on the Email Verification page, then click the "Verify Code" button.

Email Verification

Please enter the 6-digit verification code that was sent to `jessica.jeffrey@vertexone.net`.

7 4 9 7 4 2

Verify Code

Didn't receive a code?

[Resend Code](#)

[Return to Step 1](#)

5

A Registration Completed page will display. Click the "Go to Account Login" button.

Registration Completed

✓ Your email has been verified and your account has been created.

Go to Account Login

6

You will be directed to the Customer Portal Log In page. Enter your Username and Password, then click the "Log In" button.

If you already have a Bellevue Utilities account, use the same Username and Password to login below.

If you need to create your new account, select '[Create a Profile](#)' to get started. (Scroll down if on mobile.)

You will need your:

- Account Number
- Last Name or Company Name (as seen on your bill)
- Service Address ZIP Code
- Preferred Email

Username
johncustomer01

Password
.....

[Log In](#)

New Account Setup
[Create a Profile](#)

Neighbors Helping Neighbors
[Make a Donation](#)

One Time Payment
[Pay Bill as Guest](#)

7

You will receive an email confirming your profile registration.

FW: City of Bellevue Utilities Account Registration

John Customer

This message was sent with High importance.

From: Bellevue Utilities <NoReplyUB@bellevuewa.gov>
 Sent: Thursday, March 20, 2025 1:00 PM
 To: customer, john <john.customer@email.com>
 Subject: City of Bellevue Utilities Account Registration
 Importance: High



Thank you for registering for [City of Bellevue online account!](#) !

Your Online Customer Care Username is **johncustomer01**

Your account allows you to:

- Pay bills online
- Sign up for auto-pay
- View usage
- View statements
- Manage your account information

If you do not remember your password, visit the [password reset page](#) and click the link indicating you forgot your password.

Thank you,
City of Bellevue
Utility Services

Summarize

Reply Reply All Forward

Thu 4/10/2025 1:18 PM



For alternate formats, interpreters, or reasonable modification requests please phone at least 48 hours in advance 425-452-6932(voice) or email utilities@bellevuewa.gov. For complaints regarding modifications, contact the City of Bellevue ADA, Title VI, and Equal Opportunity Officer at ADATitleVI@bellevuewa.gov.

UTL-25-47764d

