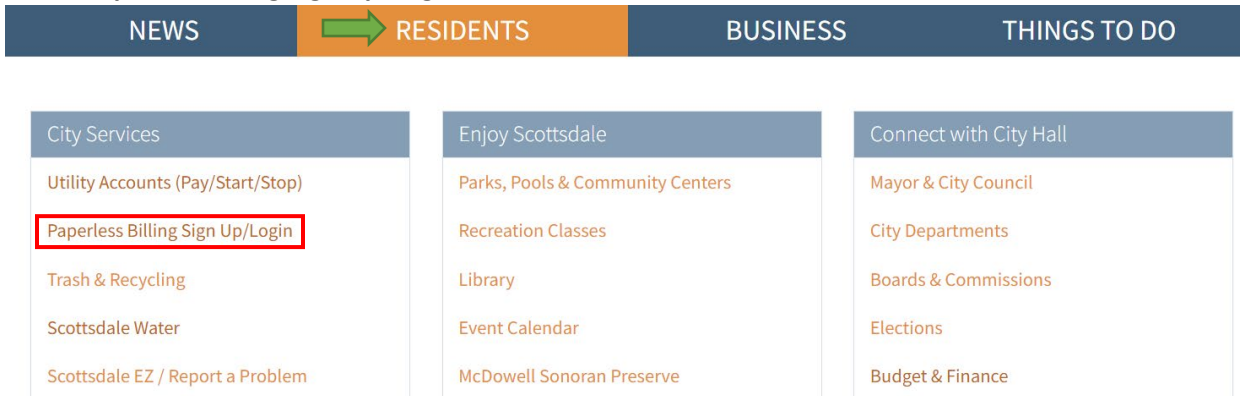
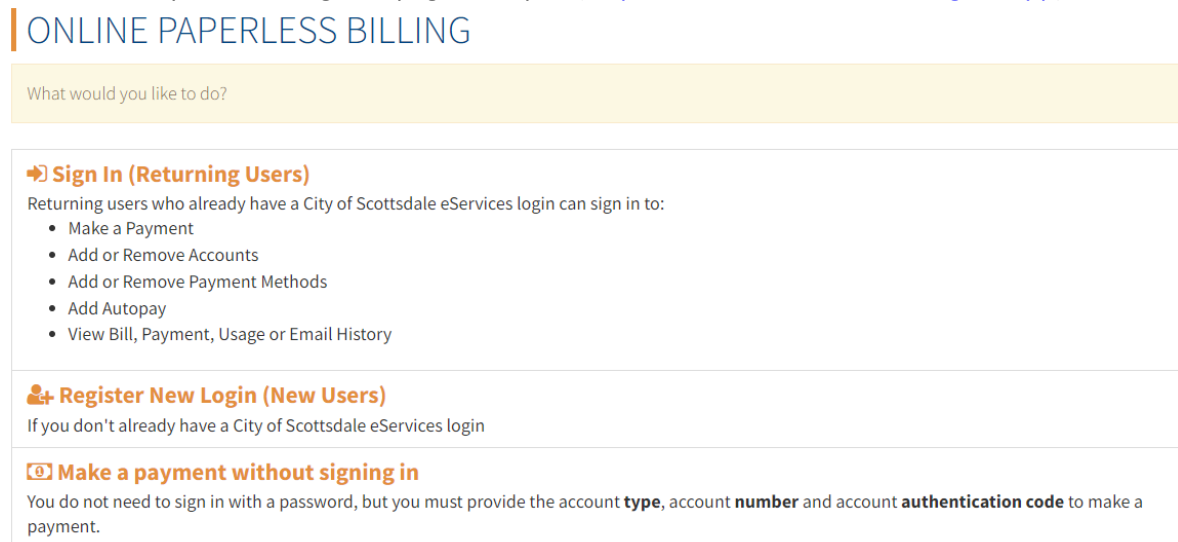


## Accessing the Online Paperless Billing Portal

1. Navigate to: <https://www.scottsdaleaz.gov/> and click **Residents**.
2. Select **Paperless Billing Sign Up/Login**.



3. The Online Paperless Billing Webpage will open (<https://eservices.scottsdaleaz.gov/olpp>):



4. If you are a new user, select **Register New Login (New Users)** and continue the steps in the New User Registration Section.
5. If you have an existing account, skip to the Sign In (Returning Users) & Update Utility Billing Preferences step on page 4.

## New User Registration

- For new users, fill out the required contact information, including an email address that will be used to login to your account in the future. You will also be asked to create a password at the end of this form.

Home Page / eServices Login / Register

Create a new account.

Email \*

Prefix

Suffix

First Name \*

Middle Name

Last Name \*

Phone Type

Phone Number \*

Address Type

Address Name

Company Name

Address Line 1 \*

Address Line 2

City \*

State

Postal Code \*

Postal Code Plus

Primary Address

Password \*

Confirm Password \*

Password must:

- Be at least 6 characters long
- Contain at least 1 digit
- Contain at least 1 uppercase letter
- Contain at least 1 lowercase letter

- When completed, hit **Register**.
- If no required information was missing, a new window will now say: **Check your email inbox.** *You should soon receive an email at your email address that will contain a link for confirmation.*

Home Page / eServices Login / Confirm Email

### ! Check your email inbox

You should soon receive an email at your new email address that will contain a link for confirmation.

**Click that link to confirm your email address and continue.**

You may close this browser tab.

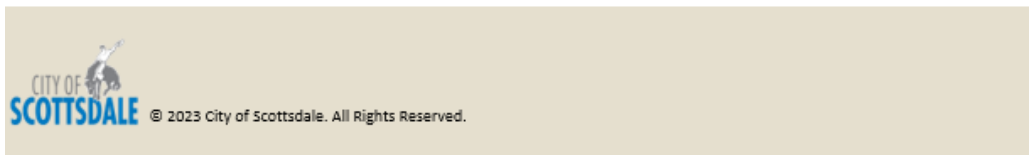
- You may close this browser now and complete the steps in your email.

## Confirm Email Address

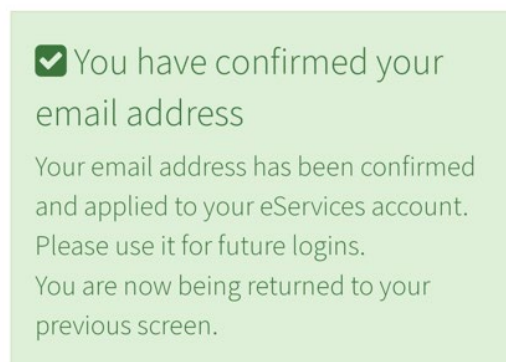
9. Navigate to your email application to click the link in the confirmation email. The email should come from [eservices@scottsdaleaz.gov](mailto:eservices@scottsdaleaz.gov).
  - a. If you do not see the confirmation email, check your spam folders and if it is still not received, confirm your email address was typed correctly on the Create a New Account page in the last step.



Please confirm your account by clicking this link: [link](#)



10. Click the hyperlink to confirm your email address. It will give you a confirmation that your email is registered and then it takes you back to the main login page.



If you are not automatically returned to your previous screen after 3 seconds please click here:

## Sign In (Returning Users) & Update Utility Billing Preferences

11. Now that you are a registered user, click on **Sign In** (Returning Users).

### ONLINE PAPERLESS BILLING

What would you like to do?

**➔ Sign In (Returning Users)**  
Returning users who already have a City of Scottsdale eServices login can sign in to:

- Make a Payment
- Add or Remove Accounts
- Add or Remove Payment Methods
- Add Autopay
- View Bill, Payment, Usage or Email History

**+ Register New Login (New Users)**  
If you don't already have a City of Scottsdale eServices login

**@ Make a payment without signing in**  
You do not need to sign in with a password, but you must provide the account **type**, account **number** and account **authentication code** to make a payment.

12. Type in the email and password created during the initial account set up process. Your Utility Home Page will open.

13. If needed, you may use the *Accounts* drop down tab to add your utility account(s):

**Accounts** -    \$ Bank Profiles -    Notifications -    ? Help -

What type of account(s) are you adding?

Utility	Airport	Airport Billing	General Billing
---------	---------	-----------------	-----------------

**i Utility:** Water, Sewer, Solid Waste Service

**i Utility accounts will no longer receive a paper bill. Click Acknowledge to continue.**    ➔ Acknowledge  
This option can be changed in Account Preferences after the account has been added.

14. To add an account, first opt-out of paper bills by selecting **Acknowledge** and providing the required verification information. **In step 16 you may reelect to receive paper bills.**

15. Use your utility account number and house number (or pin, if applicable) to add your account to your Online Bill Pay (eServices) account. If you have multiple accounts, repeat this step and you may wish to utilize the Account Nickname feature.

What type of account(s) are you adding?

Utility	Airport	Airport Billing	General Billing
---------	---------	-----------------	-----------------

**i Utility:** Water, Sewer, Solid Waste Service

Enter Your Account/Customer Number ⓘ

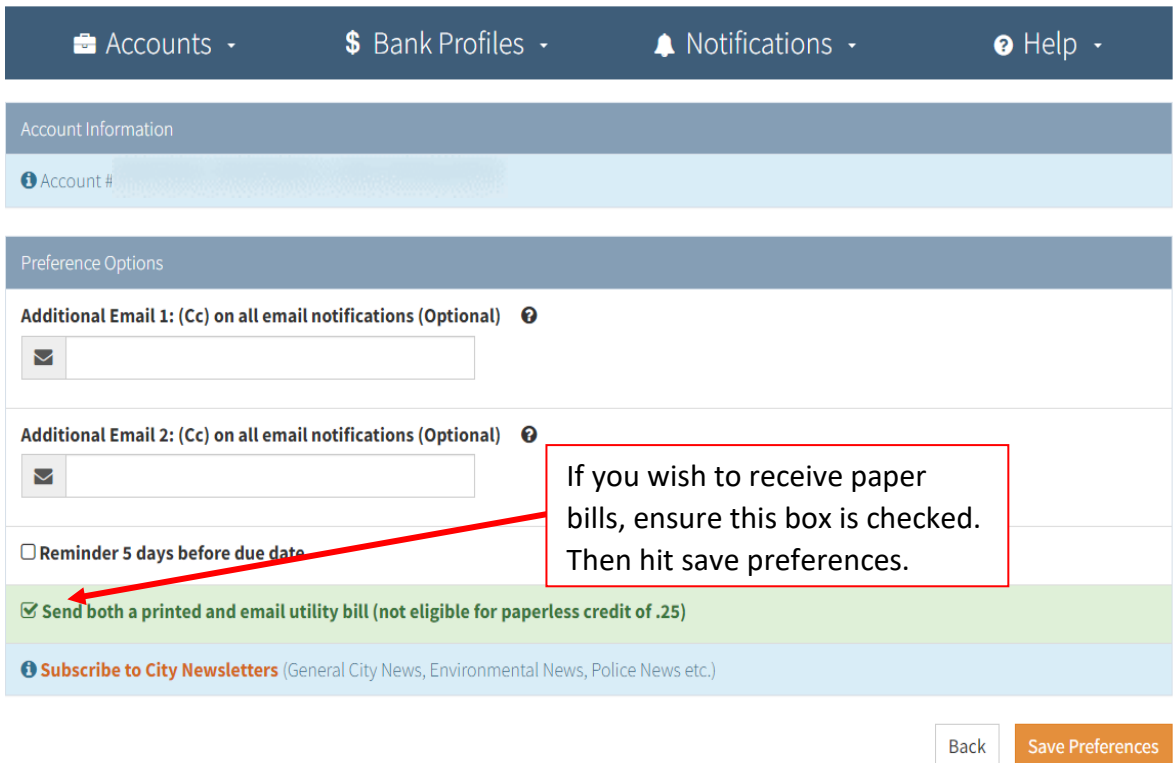
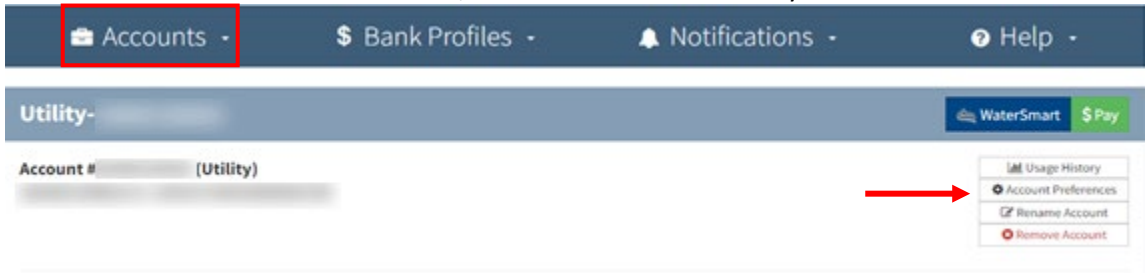
Enter Your House Number (ex. 1234) or PIN ⓘ

Account Nickname

Add

**Trouble adding accounts?**  
Call Utility Billing: 480-312-2461

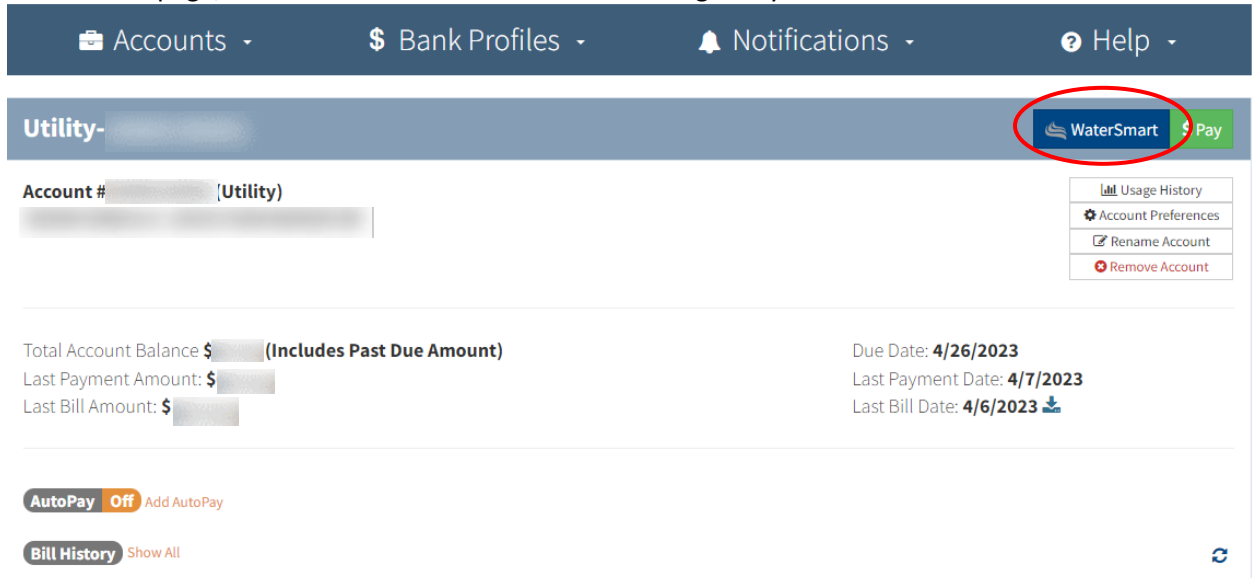
16. After at least one account has been added, select your desired account from the *Accounts* drop down tab & click the **Account Preferences** button to update your utility bill delivery preferences, add or edit additional email addresses, and to subscribe to the City Newsletter.



17. Once account preferences have been updated, hit **Save Preferences**.  
18. Continue to page six for WaterSmart Registration and Access instructions.

## WaterSmart Registration and WaterSmart Access

19. Navigate to one of your accounts using the Accounts drop down tab. On the top right of your account page, click the blue **WaterSmart Button** to register your account for WaterSmart.



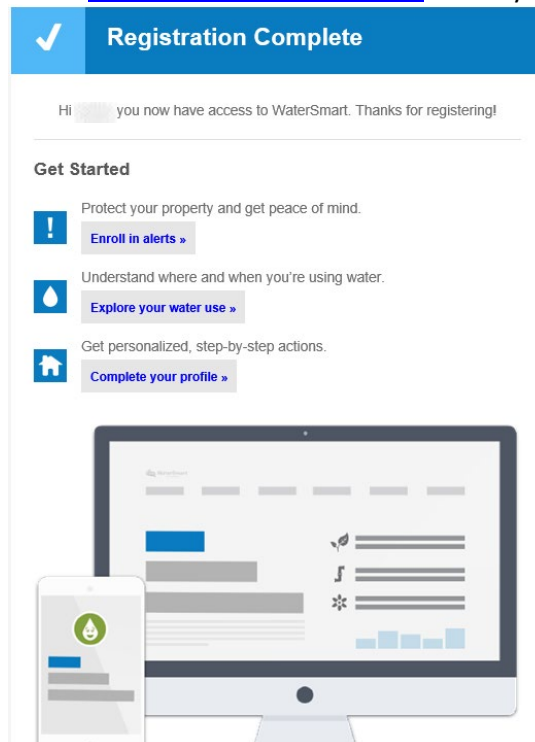
The screenshot shows a utility account management interface. At the top, there is a dark blue navigation bar with icons and labels for 'Accounts', 'Bank Profiles', 'Notifications', and 'Help'. Below this is a light blue header for the utility account, with a 'WaterSmart' button and a 'Pay' button circled in red. The main content area displays account details such as 'Account #', 'Total Account Balance', 'Last Payment Amount', and 'Last Bill Amount'. There are also buttons for 'AutoPay' (currently 'Off') and 'Bill History' (with a 'Show All' link). A sidebar on the right contains links for 'Usage History', 'Account Preferences', 'Rename Account', and 'Remove Account'.

20. Once you open the WaterSmart Portal you will receive another registration confirmation email.

21. WaterSmart will automatically enroll your account in continuous use email alerts\* if you fall within the AMI areas located on the [AMI Area Map](#). You may opt out of any alerts by navigating to **Settings > Communication preferences** in WaterSmart.

*\*If your property is outside of the current AMI area, continuous use alerts will not be available.*

22. To access WaterSmart in the future, simply click the Blue WaterSmart icon from your utility billing home page, or bookmark [Scottsdale.WaterSmart.com](http://Scottsdale.WaterSmart.com) for easy access to eservices login.



The screenshot shows a confirmation page titled 'Registration Complete' with a blue checkmark icon. The message reads: 'Hi [redacted] you now have access to WaterSmart. Thanks for registering!'. Below this, there is a 'Get Started' section with three items: 'Protect your property and get peace of mind.' with a link 'Enroll in alerts >', 'Understand where and when you're using water.' with a link 'Explore your water use >', and 'Get personalized, step-by-step actions.' with a link 'Complete your profile >'. At the bottom, there is an illustration of a desktop monitor and a smartphone, both displaying the WaterSmart portal interface.