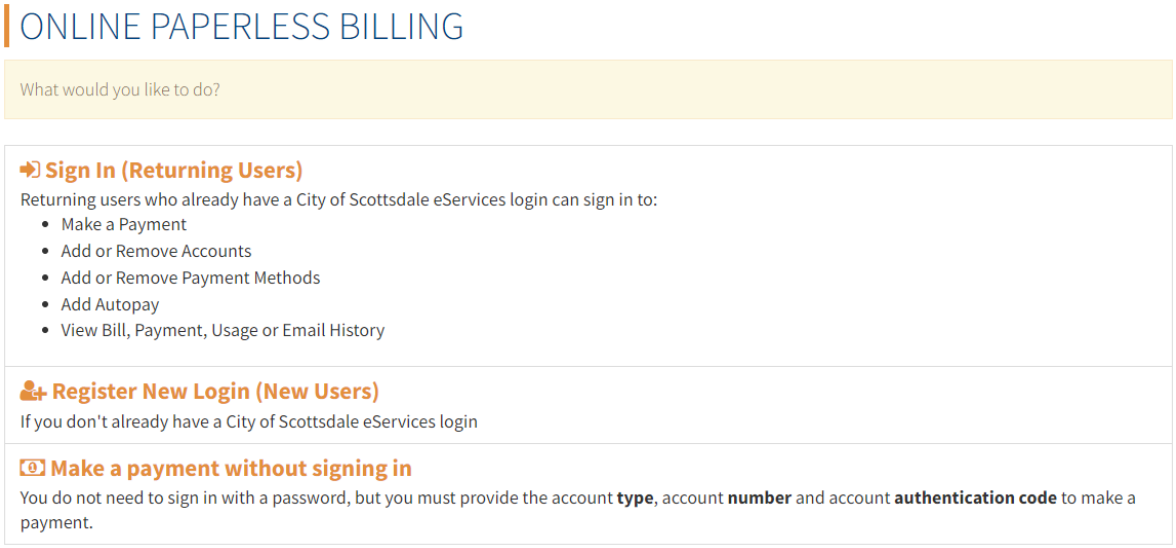
Accessing the Online Paperless Billing Portal

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

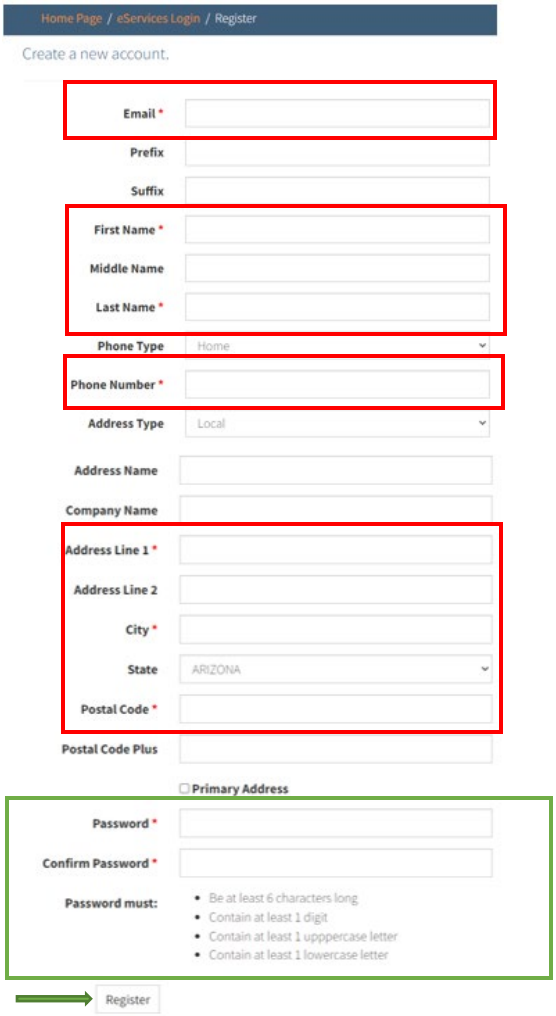
3. The Online Paperless Billing Webpage will open (https://eservices.scottsdaleaz.gov/olpp):



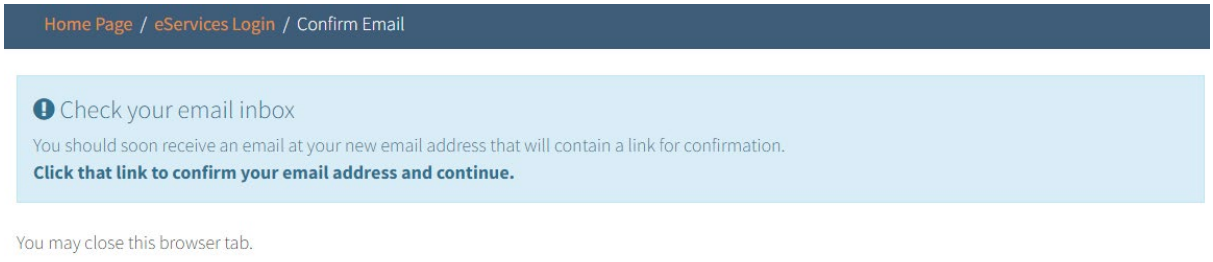
4. If you are a new user, select **Register New Login (New Users)** and continue the steps in the New User Registration Section.
5. If you have an existing account, skip to the Sign In (Returning Users) & Update Utility Billing Preferences step on page 4.

New User Registration

6. 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.



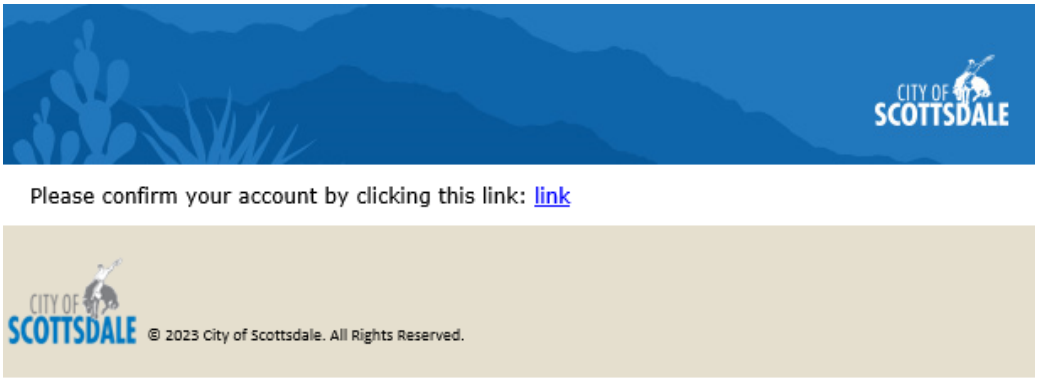
7. When completed, hit **Register**.
8. If no required information was missing, a new window will now say: **Check your email inbox.** *You should soon receive an email at your email address that will contain a link for confirmation.*



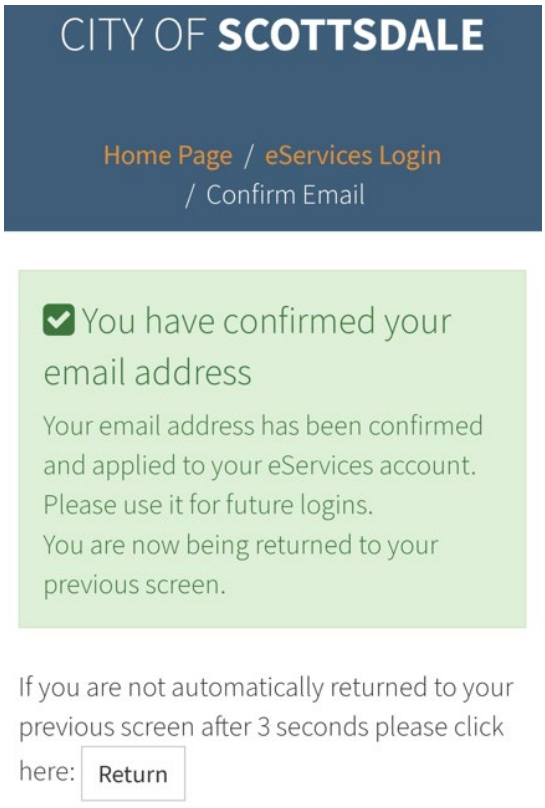
9. You may close this browser now and complete the steps in your email.

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.
    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.

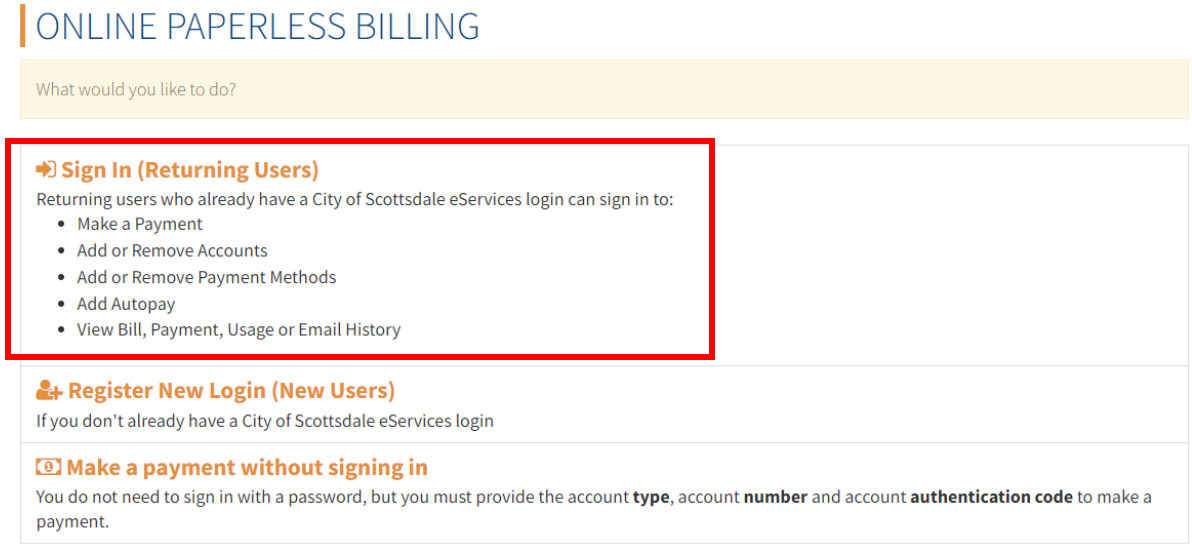


10. Click the hyperlink to confirm your email address. It will give you a confirmation that your email is registered and then it takes you back to the main login page.

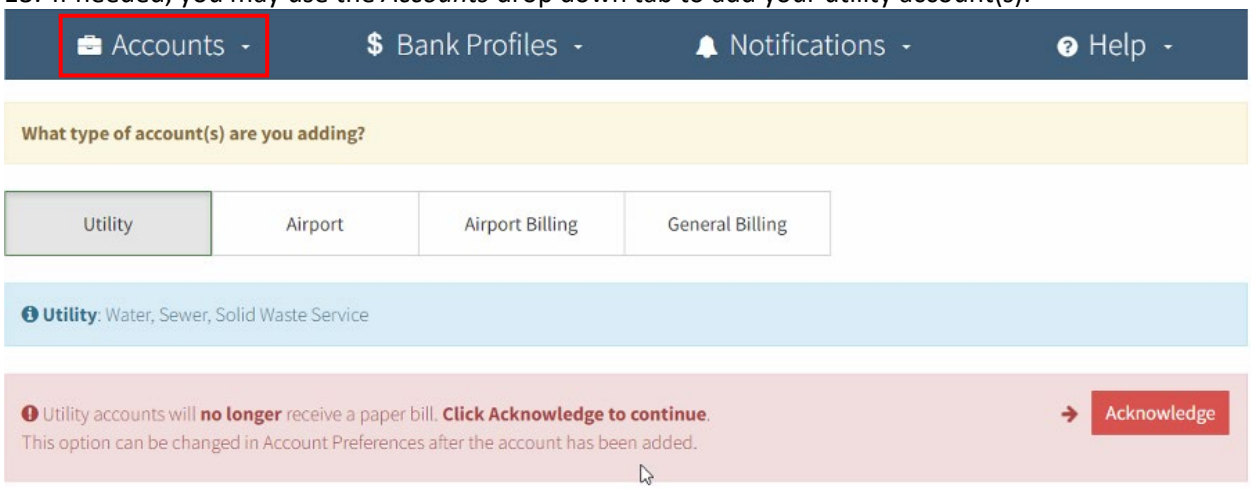


Sign In (Returning Users) & Update Utility Billing Preferences

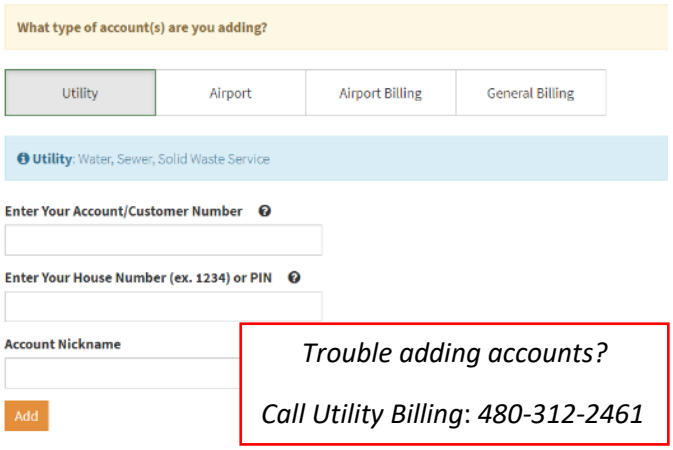
11. Now that you are a registered user, click on **Sign In** (Returning Users).



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):



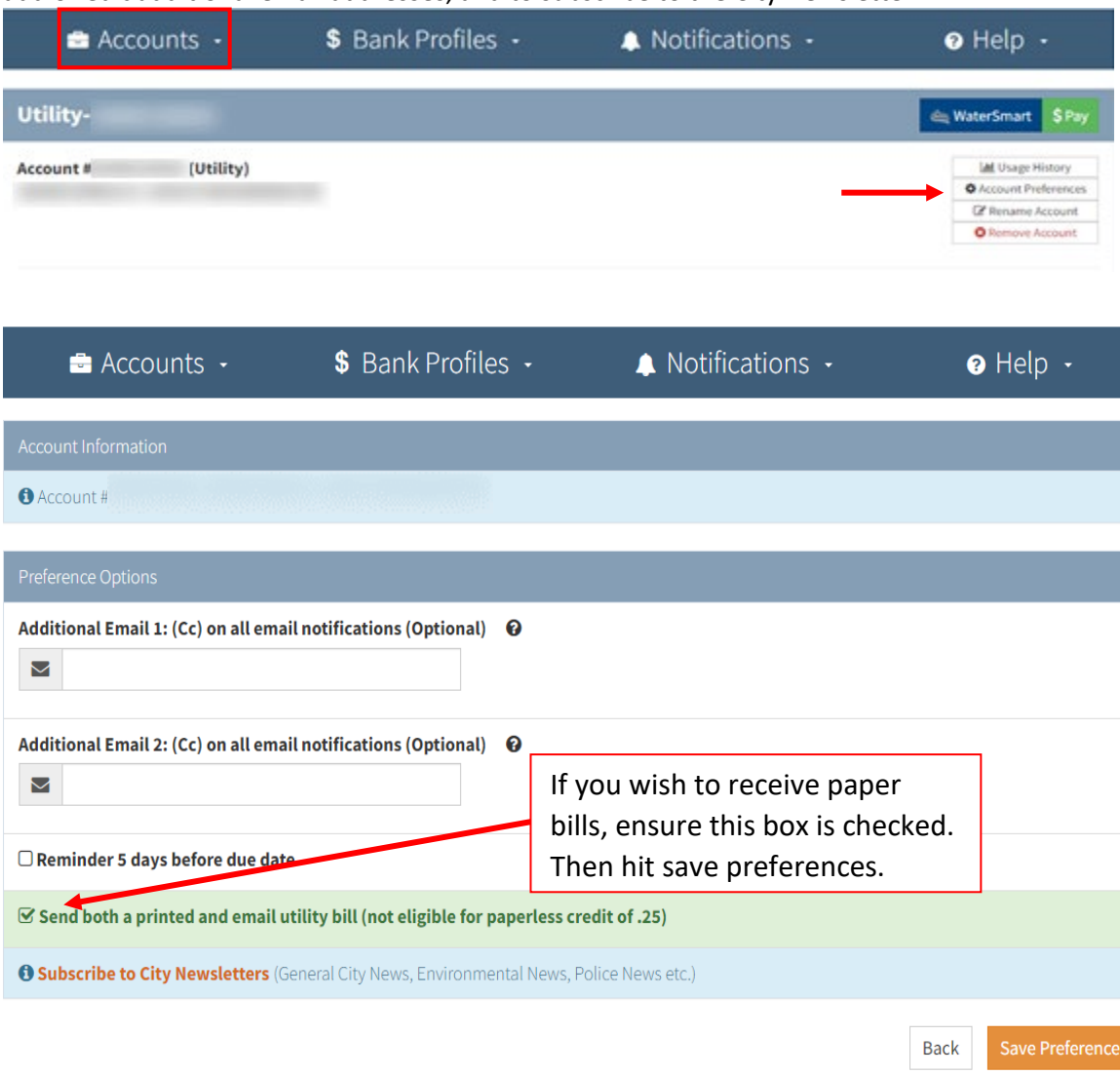
14. To add an account, first opt-out of paper bills by selecting **Acknowledge** and providing the required verification information. **In step 16 you may reelect to receive paper bills.**
15. Use your utility account number and house number (or pin, if applicable) to add your account to your Online Bill Pay (eServices) account. If you have multiple accounts, repeat this step and you may wish to utilize the Account Nickname feature.



Trouble adding accounts?

Call Utility Billing: 480-312-2461

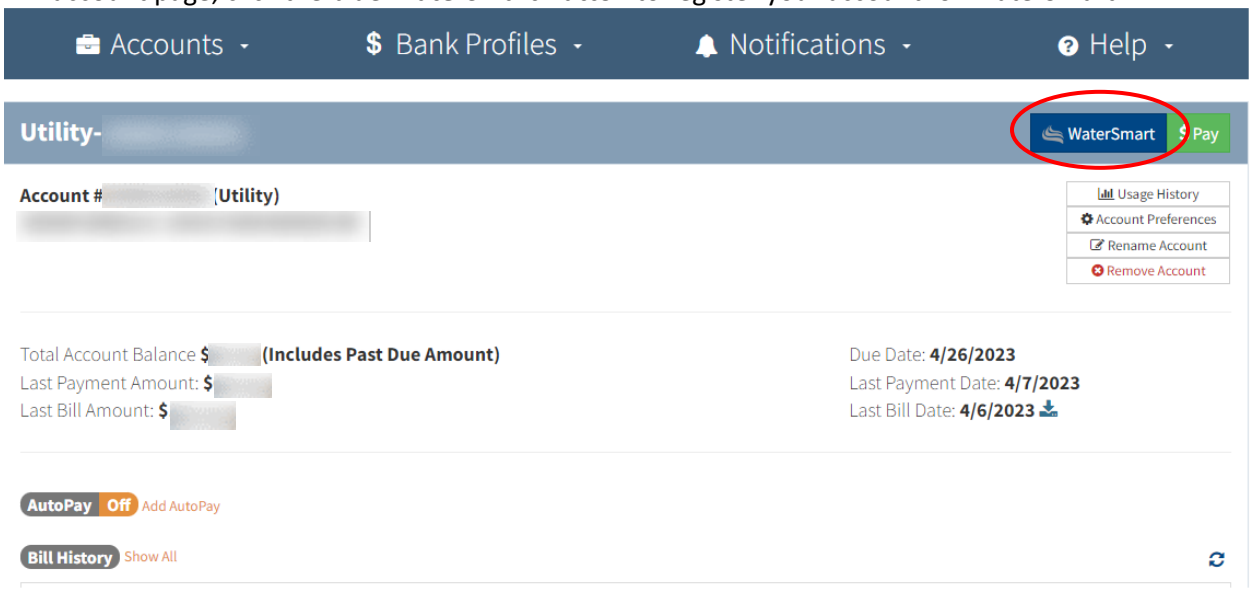
16. After at least one account has been added, select your desired account from the *Accounts* drop down tab & click the **Account Preferences** button to update your utility bill delivery preferences, add or edit additional email addresses, and to subscribe to the City Newsletter.



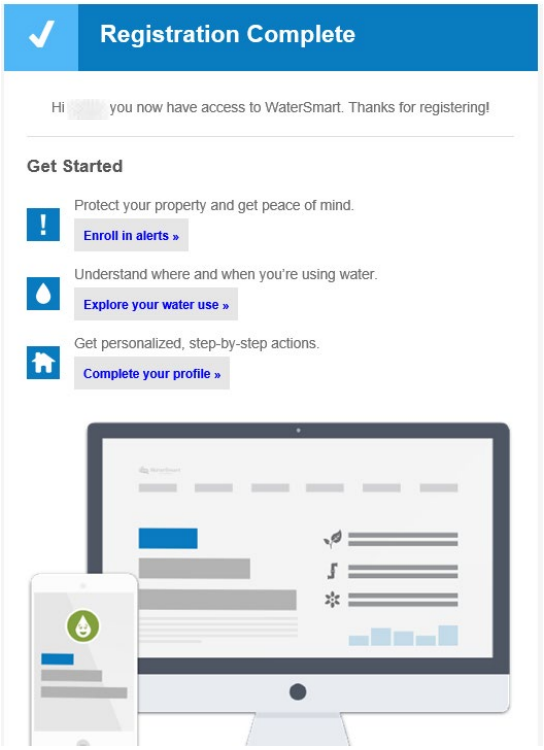
17. Once account preferences have been updated, hit **Save Preferences**.
18. Continue to page six for WaterSmart Registration and Access instructions.

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.



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 for easy access to eservices login.