Getting Started – How To Register and Make a Payment

Citizen Self Service – Utility Online Payment Option

JONES COUNTY WATER DEPARTMENT

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For first time users, click “Register”

Create a User ID and Password.

Password Policy:
- minimum of 8 characters
- at least 2 numeric values
- at least 1 upper case character
- at least 1 lower case character

A password hint is a word or small phrase to help you remember your password.
Click "link to account" to link to your utility account. This allows you to quickly access your account in the future.

If you would not like to link to your account, click "Citizen Self Service" to search for your account.

Enter your Account Number and Customer ID. Click "Update".
Once your account is linked, your account number and customer ID will appear here. Now click “Citizen Self Service” at the top left of the page to continue.

Click box to access your account.
Click “Manage Bills” to view and pay your bill.

Select the bill you would like to pay and click “Add to Cart”.

Tip: Click “Bill Details” to see usage.
Once bill has been added to your cart click “My Cart”.

Click the “Checkout” button
Click the “Continue” button

Enter credit card information and click continue.
Enter billing information and click continue.

Review your information and then click submit.
Payment process is now complete.