



Finance Department

Frequently Asked Questions Online Utility Services

Phone: 253-447-4317

How do I find out what my eUser online utility account user name (login name) and password is?

- 1) Go to <https://web.ci.bonney-lake.wa.us/>
- 2) Click on Citizens Services
- 3) Click on Utilities
- 4) Click on Registered Users
- 5) Click Email Password
- 6) Enter the email address you used to register your eUser online account. If you don't know it, or do not have access to that email address anymore, please contact Utility Billing.

How do I change my Utility Billing Email address?

- 1) Go to <https://web.ci.bonney-lake.wa.us/>
- 2) Click on Citizens Services
- 3) Click on Utilities
- 4) Click on Registered Users
- 5) Enter your login username and password
- 6) Click My Profile
- 7) Type in your new email address and click save changes.

How do I change my Utility Billing password?

- 1) Go to <https://web.ci.bonney-lake.wa.us/>
- 2) Click on Citizens Services
- 3) Click on Utilities
- 4) Click on Registered Users
- 5) Enter your login username and password
- 6) Click My Profile
- 7) Enter a new password under Select a password and again under repeat password and click save changes.

How do I sign up for Utility Billing Estatements?

- 1) Go to www.ci.bonney-lake.wa.us/section_government/departments/executive/utility_mailer/
- 2) Fill out the form and click submit form.

How do I sign up for Utility Billing Autopay?

- 1) Go to <https://web.ci.bonney-lake.wa.us/>
- 2) Click on Citizens Services
- 3) Click on Utilities
- 4) Click on Registered Users
- 5) Enter your login username and password
- 6) Click Automatic Payments
- 7) Click on Add a Bank Account to add a checking or saving account or Add a card to your account to add a credit card.
- 8) To add a bank account: Select account type (Checking or Savings), then enter your account number, routing number, Account nickname (not required), and Email address.
- 9) To add a card to your account: Create a card nickname (not required) and email address, then select continue.
- 10) Select the card type Visa or MasterCard; enter the card number, the expiration month and year, the Name on the card, and the billing address of the credit card, phone number and email then click add payment method.

How do I change my Utility Billing Autopay?

- 1) If your credit card number, card expiration date, or checking/saving account number has changed. Go to: <https://web.ci.bonney-lake.wa.us/>
- 2) Click on Citizens Services
- 3) Click on Utilities
- 4) Click on Registered Users
- 5) Enter your login username and password
- 6) Click Automatic Payments
- 7) Find the Card or Account you need to edit and click Delete Card or Delete Account.
- 8) Then add the updated card/account information as if it is a new card/account.
- 9) Click on Add a Bank Account to add a checking or saving account or Add a Card to your account to add a credit card.
- 10) To add a bank account: Select the account type Checking or Savings, then enter your account number, routing number, Account nickname (not required), and Email address.
- 11) To add a card to your account: Create a card nickname (not required) and email address, then select continue.
- 12) Select the card type (Visa or MasterCard); enter the card number, the expiration month and year, the Name on the card, and the billing address of the credit card, phone number and email then click add payment method.

How do I cancel my Utility Billing Autopay?

- 1) Go to: <https://web.ci.bonney-lake.wa.us/>
- 2) Click on Citizens Services
- 3) Click on Utilities
- 4) Click on Registered Users
- 5) Enter your login username and password
- 6) Click Automatic Payments
- 7) Click on the Red X box icon or the words Stop Automatic Payments.

How do I add multiple accounts to my Utility Billing?

- 1) Go to: <https://web.ci.bonney-lake.wa.us/>
- 2) Click on Citizens Services
- 3) Click on Utilities
- 4) Click on Registered Users
- 5) Enter your login username and password
- 6) Click Add Account.
- 7) Enter the Account number from your Utility Statement (for example: 1-23-123456-00) and the Last name as exactly listed on your Utility Statement. If you are having difficulties registering your utility account please call the Utility Department for help.