Register for an Aurora Water Online Customer Profile and Adding Multiple Accounts
There are two different Methods to register for your online profile
Registration Method #1

1. Log into the Aurora Water Website aurorawater.org
   https://www.auroragov.org/residents/water

2. Scroll down and click Online Payment

3. Click Sign Up at the top left corner

4. Fill in the required fields
   • Go to page 4 or 5 for instructions for finding your new Aurora Water account number

5. Click Sign Up
How to Find your New Aurora Water Account Number

*using your Aurora Water bill generated PRIOR to October 2022

- Click How do I find my Account Number? on the registration page
- Type your “old” Account Number in the field and click search
- You will also need the Amount Due on your last bill to validate your registration

Account Information

ACCOUNT NUMBER: XXXXX-XXXXX
SERVICE ADDRESS: 123 MAIN STREET
TYPE OF SERVICE: RESIDENTIAL
DATE OF BILL: 04/20/2021

Look Up New Account Number

Previous Account Number: 199505132144

Your New Account Number Is A029137
How to Find your New Aurora Water Account Number *using your Aurora Water bill generated after October 2022

Using your bill generated AFTER October 2022

• Your new Account Number may be found on your billing statement under the Account Information section, or for paperless customers, in the email containing your last billing statement issues after October 2022.
• The account number appears in the following format: A123456.
• You will also need the Amount Due on your last bill to validate your registration.

Go to the next page to see how to find your new account number using your OLD water account number.
Fill in the Required Fields

1. Email Address
2. Phone Number
3. Phone Number Type
4. Account Number
   • Click the link How do I find my account number?
   • Enter in your old account number
   • Click Search
   • The NEW account number shows at the bottom left and begins with an A
5. Amount on Your last bill
6. Click I agree
7. Click Sign Up
8. **CHECK YOUR EMAIL for a Link to create a Password**
Click the Link in your Email to create a Password

1. Click the link in your email

   Please use the following link to complete your registration.
Create a Password

1. Fill in the required fields
2. Passwords must consist of:
   - At least one UPPERCASE character
   - At least 8 characters
   - At least one lowercase character
   - At least one symbol from
     !@#$%^&*()_+=-[]{}|'
3. Click Register
Tour the New Site

To view the new portal, click Yes please, take the tour. If you don’t have time, you can always click taxi icon at the top right in your profile to take the tour.
Registration Method #2

1. Call 303-739-7388 to have a billing representative email an INVITE to you
2. Click the link in the email
3. Fill in the required fields
   - Go page 9 or 10 for instructions for finding your new Aurora Water account number
4. Click Sign Up
How to Find your New Aurora Water Account Number

*using your Aurora Water bill generated PRIOR to October 2022

- Click How do I find my Account Number? on the registration page
- Type your “old” Account Number in the field and click search
- You will also need the Amount Due on your last bill to validate your registration
How to Find your New Aurora Water Account Number *using your Aurora Water bill generated after October 2022

Go to the next page to see how to find your new account number using your OLD water account number

Using your bill generated AFTER October 2022

• Your new Account Number may be found on your billing statement under the Account Information section, or for paperless customers, in the email containing your last billing statement issues after October 2022.
• The account number appears in the following format: A123456.
• You will also need the Amount Due on your last bill to validate your registration.
Create a Password

1. Fill in the required fields
2. Passwords must consist of:
   - At least one UPPERCASE character
   - At least 8 characters
   - At least one lowercase character
   - At least one symbol from
     ![special_characters]
3. Click Register
Tour the New Site

To view the new portal, click Yes please, take the tour. If you don’t have time, you can always click taxi icon at the top right in your profile to take the tour.
Adding Multiple Accounts to your Online Profile
Add Multiple Accounts to your Profile

- Click the Profile icon on the left navigation pane

- In the “Your Active Customer Accounts” section - Click “Add an Account”

- Add each account number to the Account Number field separately
  - If you do not know the new Aurora Water account number, click “How do I find my Account Number?”
  - See pages 15 and 16 for instructions on finding your previous account number.
- Click Add Account
- Each added account can be viewed in that section
How to Find your New Aurora Water Account Number *using your Aurora Water bill generated after October 2022

Go to the next page to see how to find your new account number using your OLD water account number

Using your bill generated AFTER October 2022

• Your new **Account Number** may be found on your billing statement under the Account Information section, or for paperless customers, in the email containing your last billing statement issues after October 2022.

• The account number appears in the following format: **A123456**.

• You will also need the **Amount Due** on your last bill to validate your registration.
How to Find your New Aurora Water Account Number  *using your Aurora Water bill generated PRIOR to October 2022*

• Click How do I find my Account Number? on the registration page

• Add the “old” Account Number to the field and click search

• You will also need the Amount Due on your last bill to validate your registration
View Your Accounts

• Click the Home icon on the Left
• Click My Accounts

• Click the account you wish to view