

City of West Monroe

Online Utility Payments - New User Setup

From your web browser, go to: www.westmonroe.com/paywaterbill

(You can also enter a 'One Time Payment' – see below)

To create a new user:

Click 'New User'

Fill out your contact information and your secret questions. Click 'Create New User'

You'll get this message:

Your user has been created. A confirmation eMail has been sent to the eMail address specified containing a link to enable your user.

Check your email. You should get an email from 'System Admin'.

Click on the link to enable your account.

You'll get this message:

Your eMail has been enabled. You may now use it to login.

Click 'Login'

Your email info will be filled, then click 'Logon'

To setup new account, click 'Select Account', then 'Add Account'

Enter your account number in both boxes. Enter the number left of the dash in the first box. Enter the number to the right of the dash in the second box.

Enter your cycle and route in the next 2 boxes. Your cycle is on your water bill, just above your mailing address and the USPS mailing bar code. (Valid cycle & routes are: 01-01, 02-01, 03-01 and 04-01)

In this example, it's Cycle 02, Route 01:  02-01

You'll get a message: The account was added successfully.

To make a payment:

Click Home

Click Select Account

Choose your account

Choose 'Make Payments'

Key in payment amount and credit card information

Enter payment amount and press Continue

Review payment amount and Press Submit

You should see a Payment Receipt, a message displaying your transaction is a success and an emailed confirmation.

To make a One-Time Payment (only if you didn't perform steps above):

Click One Time Payment

Enter Account number

Enter payment amount and press Continue

Review payment amount and Press Submit

You should see a Payment Receipt, a message displaying your transaction is a success and an emailed confirmation.