

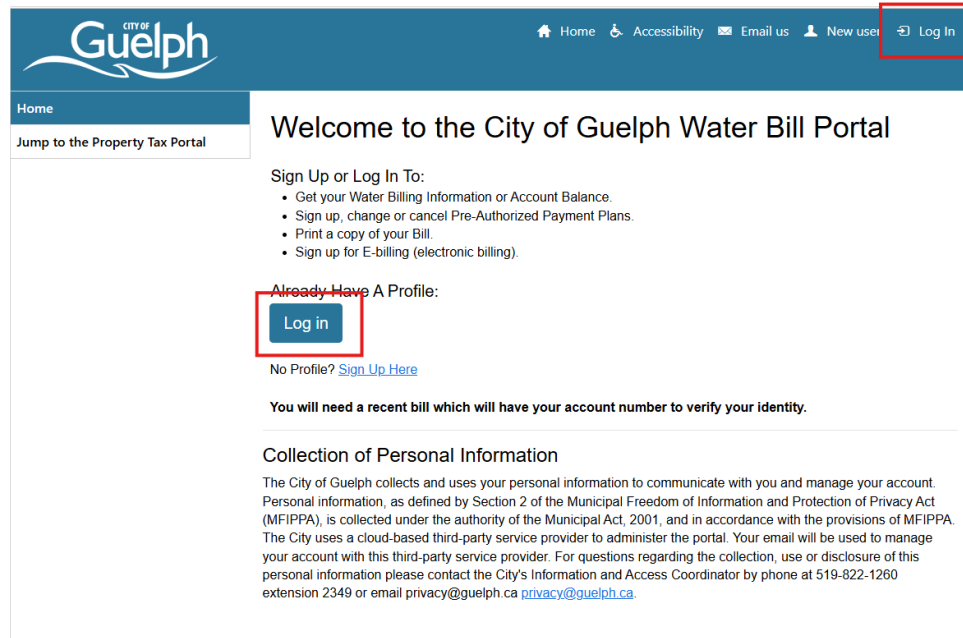
# Water Bill Portal Instructions to Link Account

## Instructions

### Link your account number with your Water Bill profile

**Start here** if you have created your user profile on the Water Bill Portal **OR** if you already have a profile on the Property Tax portal, follow the next steps to login and link your water account number to your water bill profile.

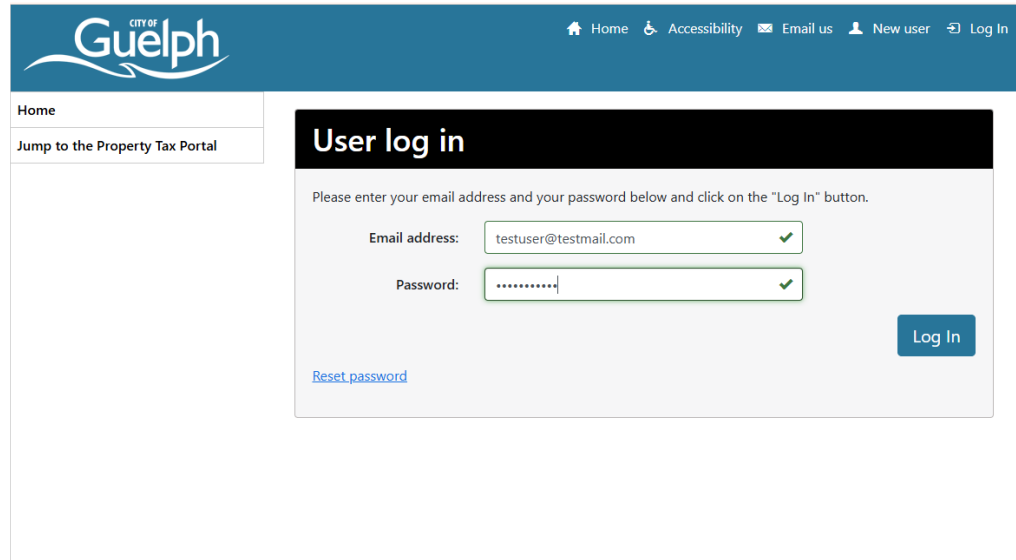
- 1) Go to [guelph.ca/waterbill](http://guelph.ca/waterbill) and select "Login to the Water Bill Portal"
- 2) On the screen that opens, click on the "Log in" button in the middle of the screen or on the top right of the screen



The screenshot shows the City of Guelph Water Bill Portal homepage. At the top right, there is a navigation bar with links for Home, Accessibility, Email us, New user, and Log In. The Log In link is highlighted with a red box. Below the navigation bar, the main content area is titled "Welcome to the City of Guelph Water Bill Portal". Underneath, there is a section for "Sign Up or Log In To:" with a list of options: "Get your Water Billing Information or Account Balance", "Sign up, change or cancel Pre-Authorized Payment Plans", "Print a copy of your Bill", and "Sign up for E-billing (electronic billing)". Below this, there is a section for "Already Have A Profile:" with a "Log in" button highlighted by a red box. Underneath the "Log in" button, there is a link for "No Profile? Sign Up Here". At the bottom of the page, there is a section for "Collection of Personal Information" with a detailed privacy policy.

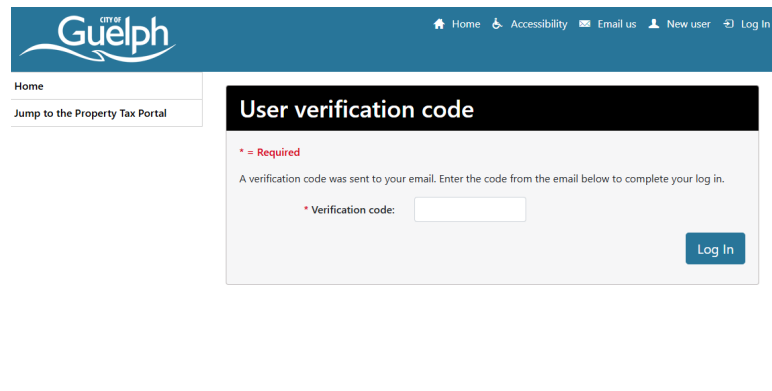
a.

- 3) Enter your email address and password:



The screenshot shows the 'User log in' page of the City of Guelph website. The header includes the City of Guelph logo and navigation links: Home, Accessibility, Email us, New user, and Log In. The left sidebar contains 'Home' and 'Jump to the Property Tax Portal'. The main content area has a black header with 'User log in' in white. Below this, a message reads: 'Please enter your email address and your password below and click on the "Log In" button.' There are two input fields: 'Email address:' with the value 'testuser@testmail.com' and a green checkmark, and 'Password:' with a masked password '.....' and a green checkmark. A blue 'Log In' button is on the right. A blue link 'Reset password' is at the bottom left.

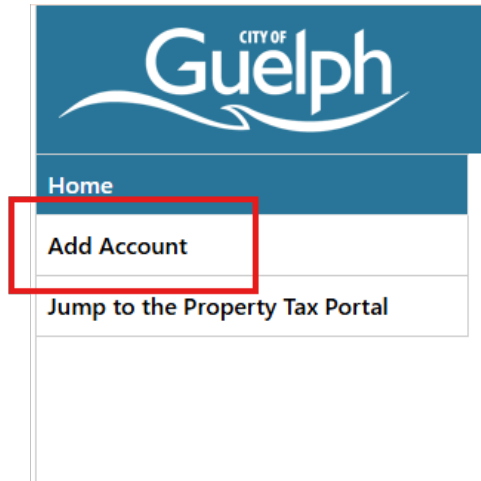
- a.
- b. You will receive a verification code to the email address used
- c. Enter that code in the screen presented



The screenshot shows the 'User verification code' page of the City of Guelph website. The header and sidebar are identical to the previous screenshot. The main content area has a black header with 'User verification code' in white. Below this, a red asterisk indicates a required field. A message reads: 'A verification code was sent to your email. Enter the code from the email below to complete your log in.' There is a single input field labeled '\* Verification code:' and a blue 'Log In' button on the right.

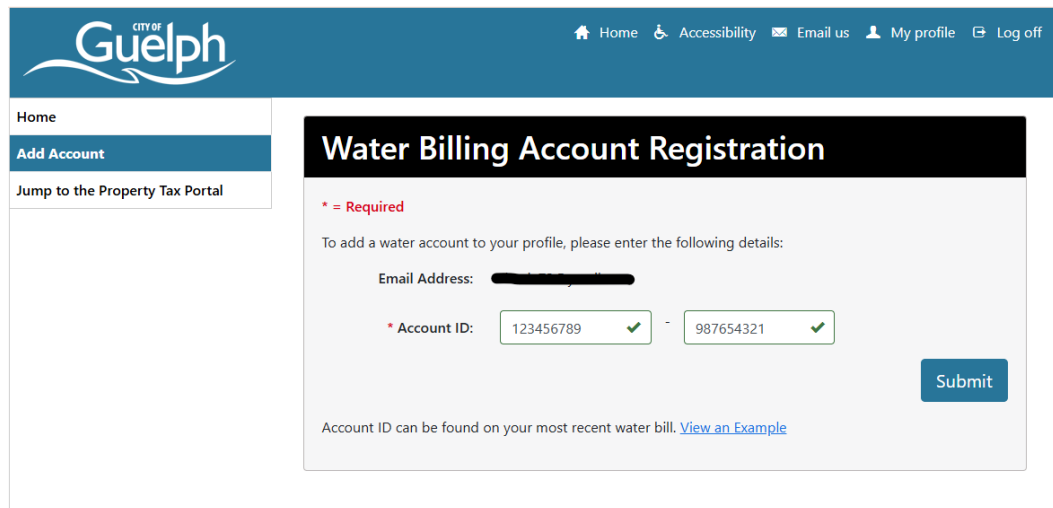
i.

- d. You will then be logged in and will default to the Home page
- 4) Once logged in, click on "Add Account" in the left menu bar



a.

- 5) Referencing your printed Water Bill or referencing the account number provided in the electronic e-bill notification, enter the account number on the screen then click “Submit”



a.

- b. For reference, your account number can be found on your bill as follows:

## Water Bill

1 Carden Street Phone: 519-837-5627  
 Guelph, Ontario TTY: 519-826-9771  
 N1H 3A1 Email: waterbilling@guelph.ca

---

Current Charges From: May 15, 2026 To: June 15, 2026 31 days				Account Information	
<b>Service</b>	<b>Units</b>	<b>Charges</b>	<b>Totals</b>	<b>Account Number:</b> 002807052-004388223	<b>Service Address:</b> 1 Main Street
Water Basic 5/8				<b>Customer Name:</b> Smith, John	<b>Billing Period:</b> 06/26
Water Consumption				<b>Billing Date:</b> June 29, 2026	<b>Due Date:</b> July 22, 2026
WATER CHARGES				Sign up for Guelph's customer portal to view your water account and register for e-billing and pre-authorized payments. <a href="http://guelph.ca/waterbill">guelph.ca/waterbill</a>	
Wastewater Basic 5/8					
Wastewater Cons					
WASTEWATER CHARGES					
STORMWATER				<b>Water Consumption (m<sup>3</sup> Per Month)</b> 	
<b>Total Current Charges:</b>					
<b>Total Amount Due:</b>				Consumption and fixed charges are pro-rated to the actual number of billing days. To learn more about how your water rates are calculated, visit <a href="http://guelph.ca/water">guelph.ca/water</a> .	

- c.
- d. You should receive a confirmation message that the account has been added
- e. You will now have the full menu options available on the left side

- Home
- Add Account**
- Account Overview
- Payment History
- Pre-Authorized Payment
- Consumption
- Billing History
- Service Summary
- Mailing Address & Phone Number
- Jump to the Property Tax Portal

i.

- 6) To view the details of your account, choose the appropriate menu option.
  - a. **Note: if you have added multiple accounts to your profile**, you will have a menu option called 'Select Account' where you can go to choose the desired account
  - b. Once you select an account from here you will be taken to the "Account Overview" page