

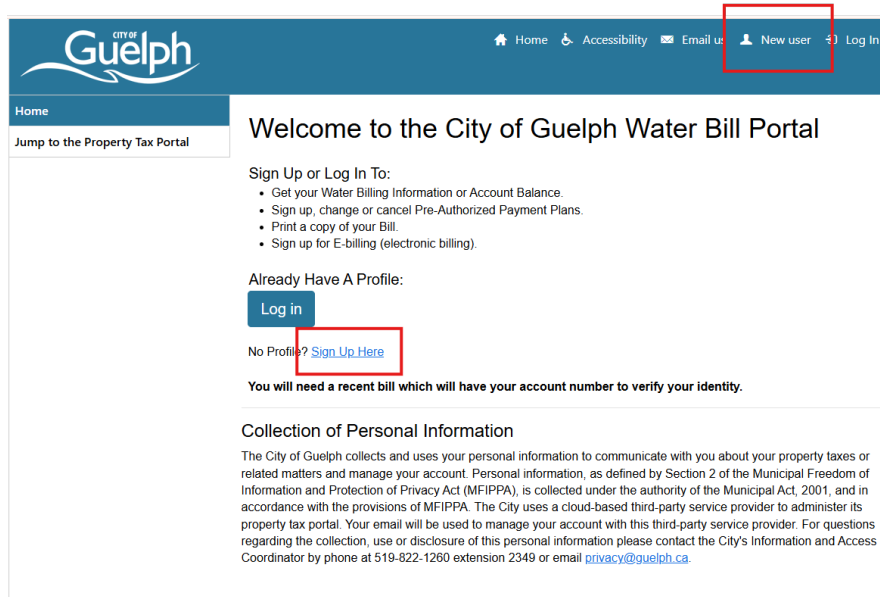
Water Bill Portal Login Instructions

To use the online Water Bill Portal, you can login or create a Water Bill profile at guelph.ca/waterbill. After you've created your online profile, you can link your water bill account number with your profile.

Instructions

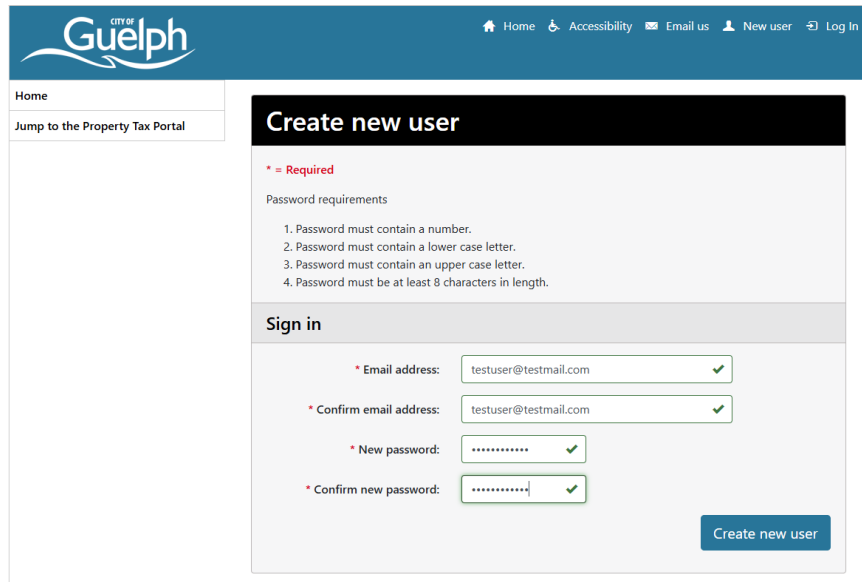
Start here if you are NOT already a user of the Water Bill or Property Tax portal (brand new user).

- 1) Open the link above or through the guelph.ca/waterbill page.
- 2) Click on 'New User' in the top menu bar OR click on the hyperlink 'Sign Up Here'

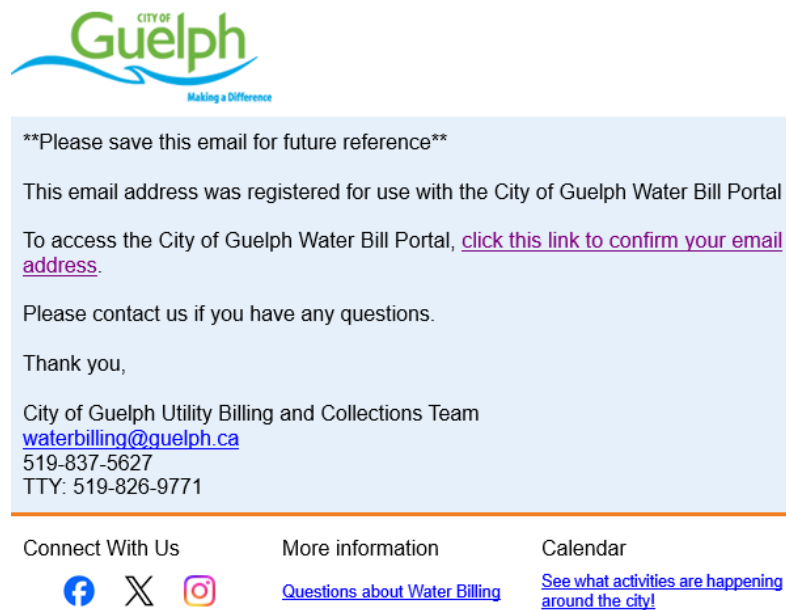
a. 

Instructions continued on page 2.

- 3) Enter the email address you wish to use and make a strong password, keep this information safe to login in the future. Confirm your login details by clicking on ‘Create new user’:



- a.
- b. You will need to verify your email address. You should receive an email like the screenshot below to your inbox from donotreply@guelph.ca

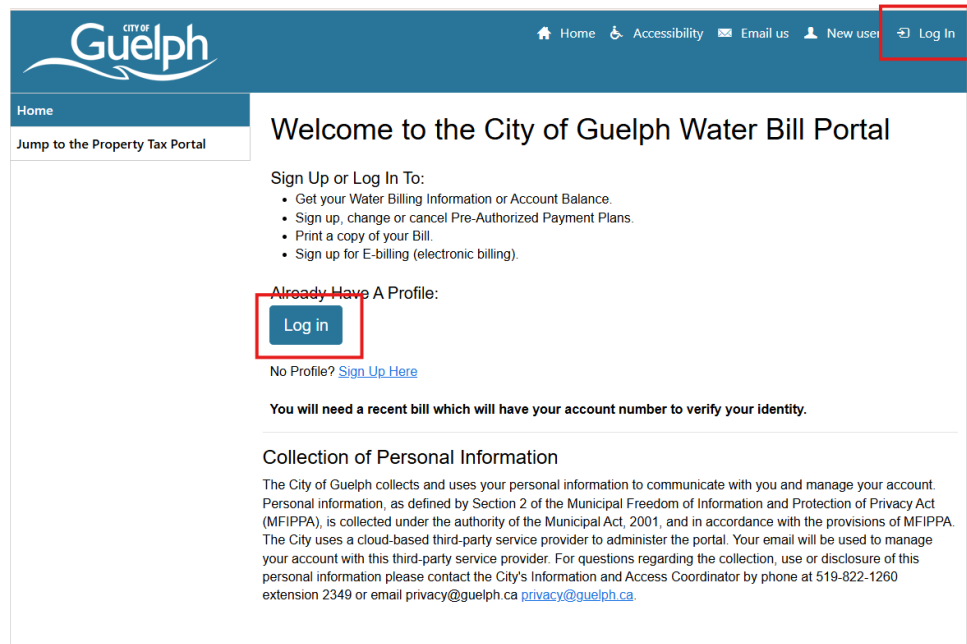


- i.
- ii. Click on the hyperlink ‘please click this link to confirm your email address’
- iii. This will take you to the login page – with this step complete, you can now login to the Guelph Water Bill Portal.
- iv. Proceed to the next step below to link an account number with your Water Bill profile.

Link your account number with your Water Bill profile

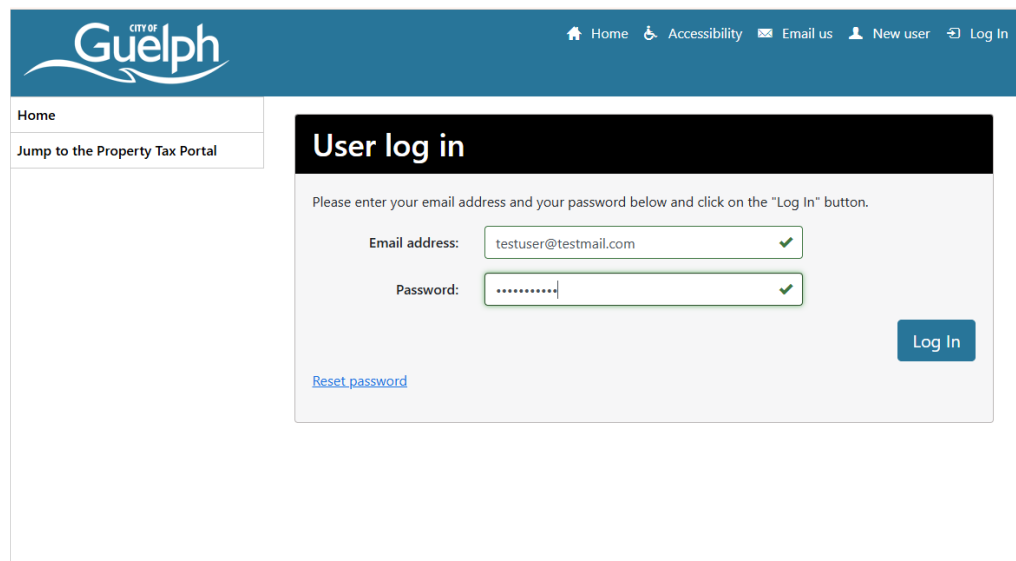
Once you have created your user profile on the Water Bill Portal through the above steps you can now link your water account number to your water bill profile.

- 1) Go to 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



a.

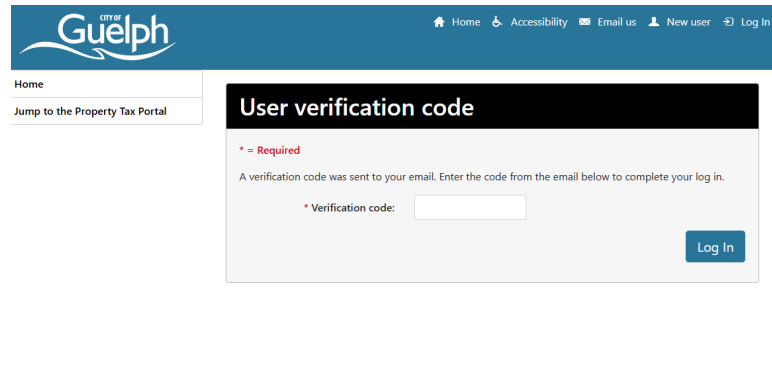
- 3) Enter your email address and password:



a.

- b. You will receive a verification code to the email address used

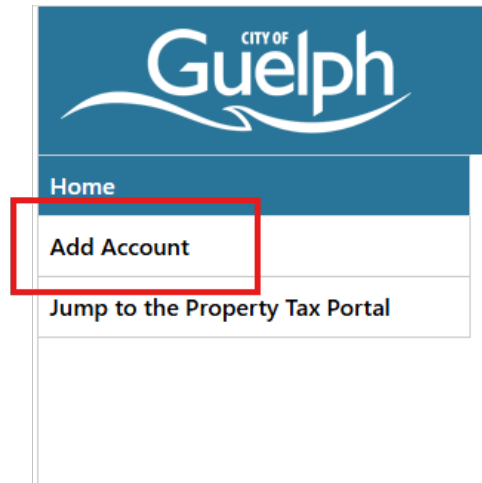
c. Enter that code in the screen presented



i.

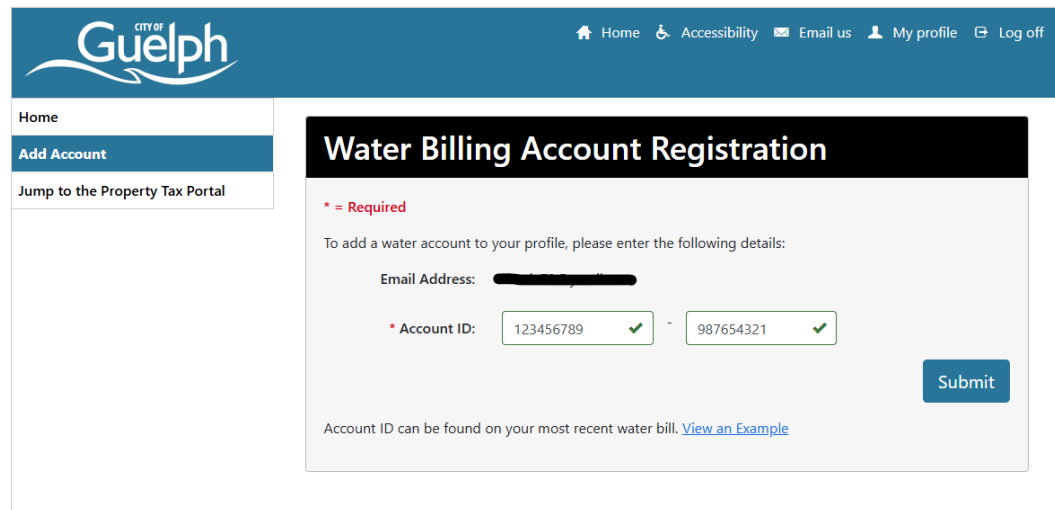
d. You will then be logged in and will default to the Home page

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

Service	Units	Charges	Totals
Water Basic 5/8			
Water Consumption			
WATER CHARGES			
Wastewater Basic 5/8			
Wastewater Cons			
WASTEWATER CHARGES			
STORMWATER			

Total Current Charges:

Total Amount Due:

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 guelph.ca/water.


Account Information

Account Number: 002807052-004388223

Service Address: 1 Main Street
Customer Name: Smith, John
Billing Period: 06/26
Billing Date: June 29, 2026
Due Date: July 22, 2026

Sign up for Guelph's customer portal to view your water account and register for e-billing and pre-authorized payments. guelph.ca/waterbill


Water Consumption (m³ Per Month)



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

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