

St Louis Water Division

Online Account Access

Existing Users

If you have logged into our website before, please log in using the same username and password you have used previously. The new site will migrate your account to log in using your email address instead of your account number or master account ID.

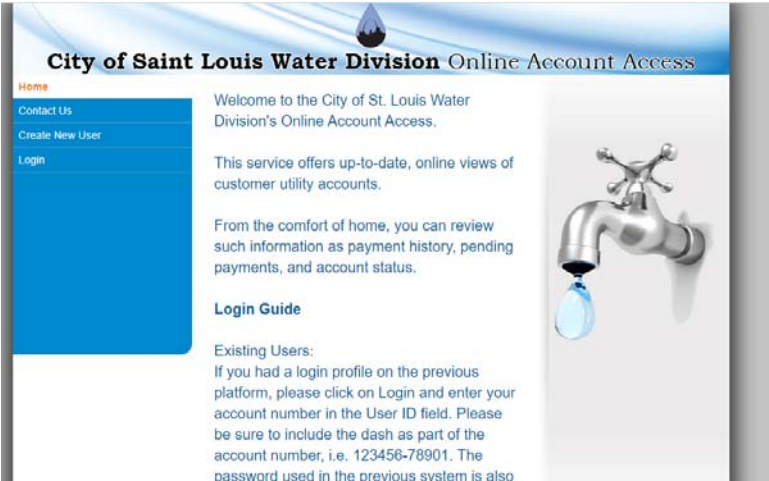
First Time (New User) Setup

In your web browser, connect to <http://www.stlwater.com>

Once logged in, click on Accounts & Billing at the top of your screen.

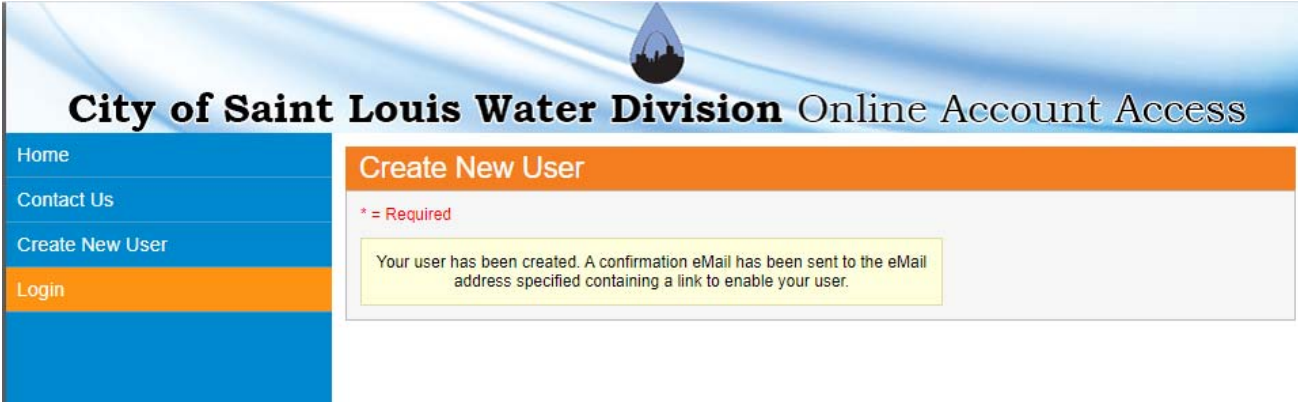
The resulting page will have a link for Online Account Access. Click that link.

You should get a page similar to this:

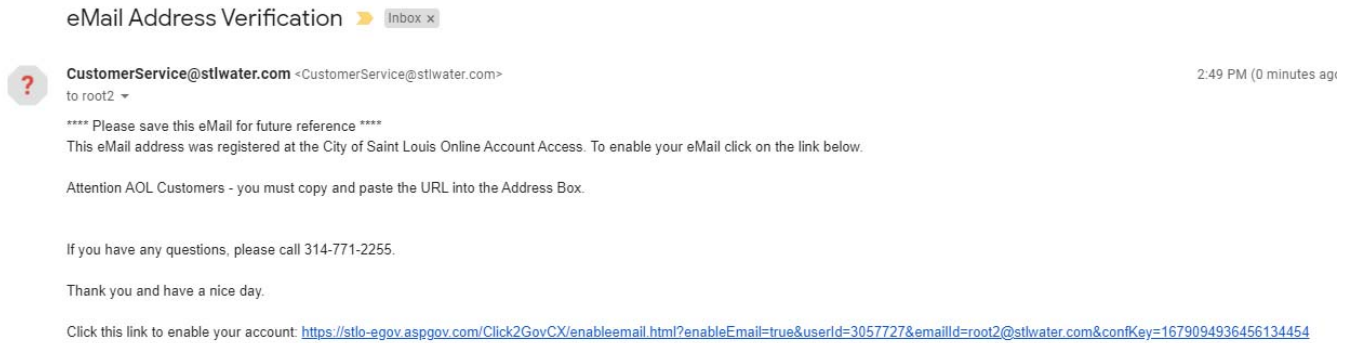


Click the Create New User button and fill in the requested information.

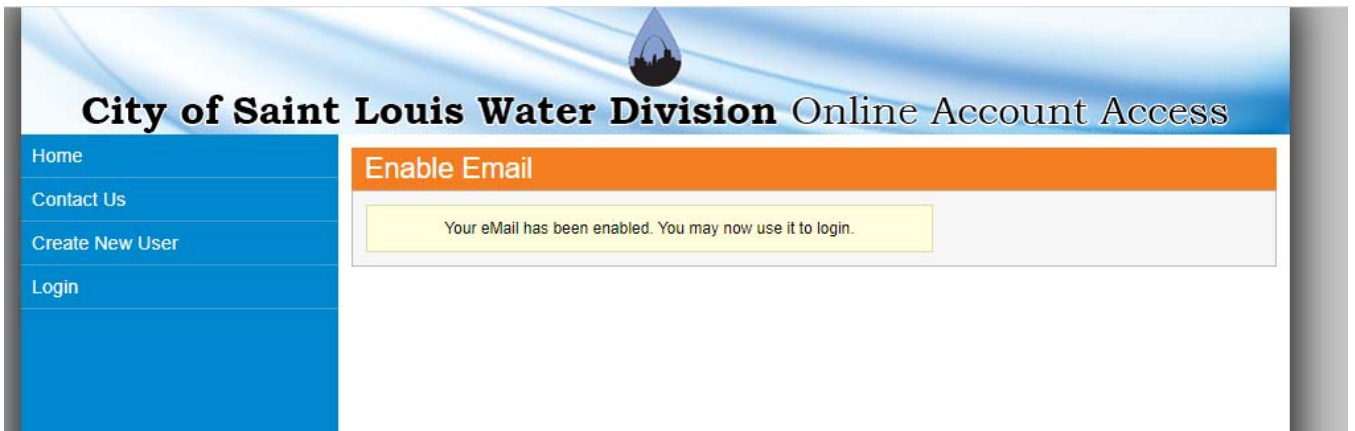
Once you submit this page, you should see the following:



You will also receive an email with a link to activate your account. It should look something like this:

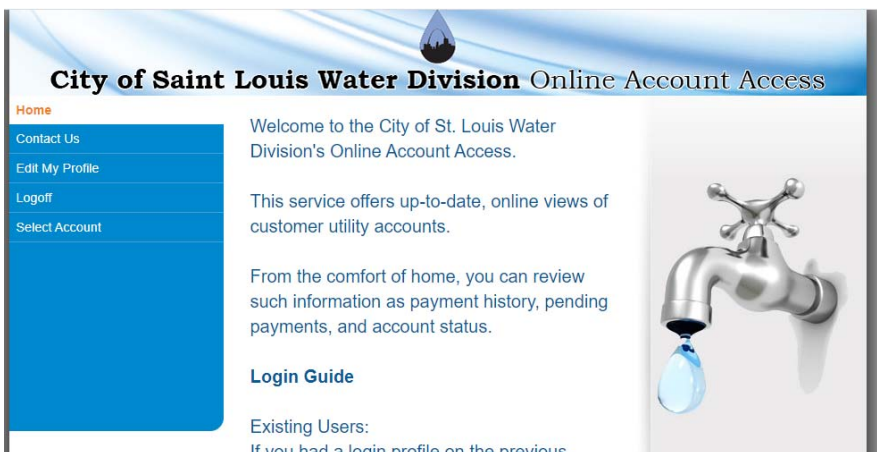


Once you click that link, you should see a page like this:

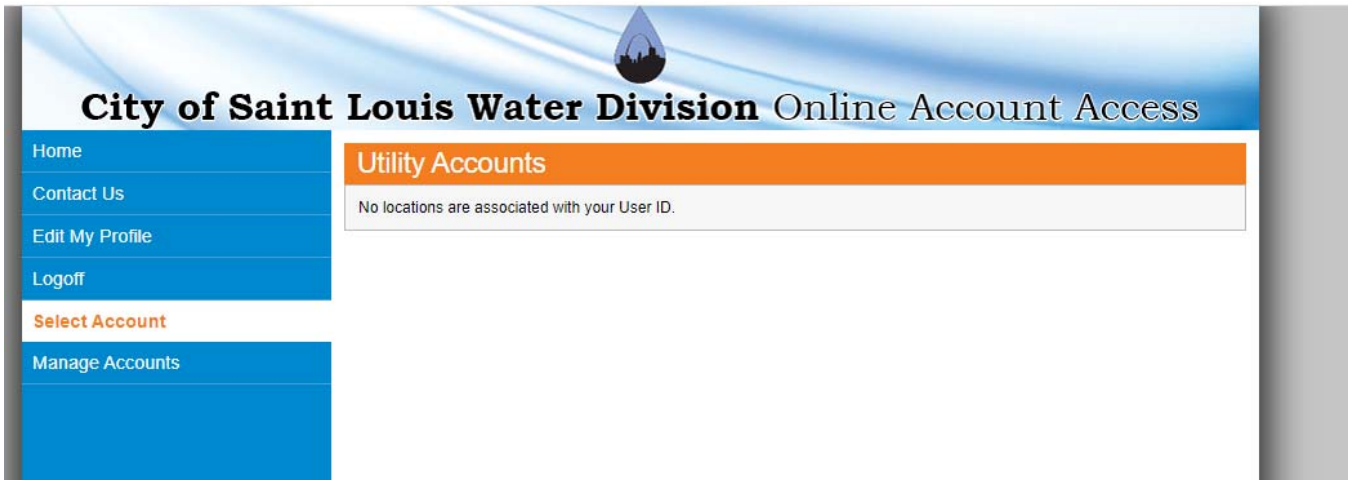


You should now be able to log in. Click on the Login button on the lefthand side of the page.

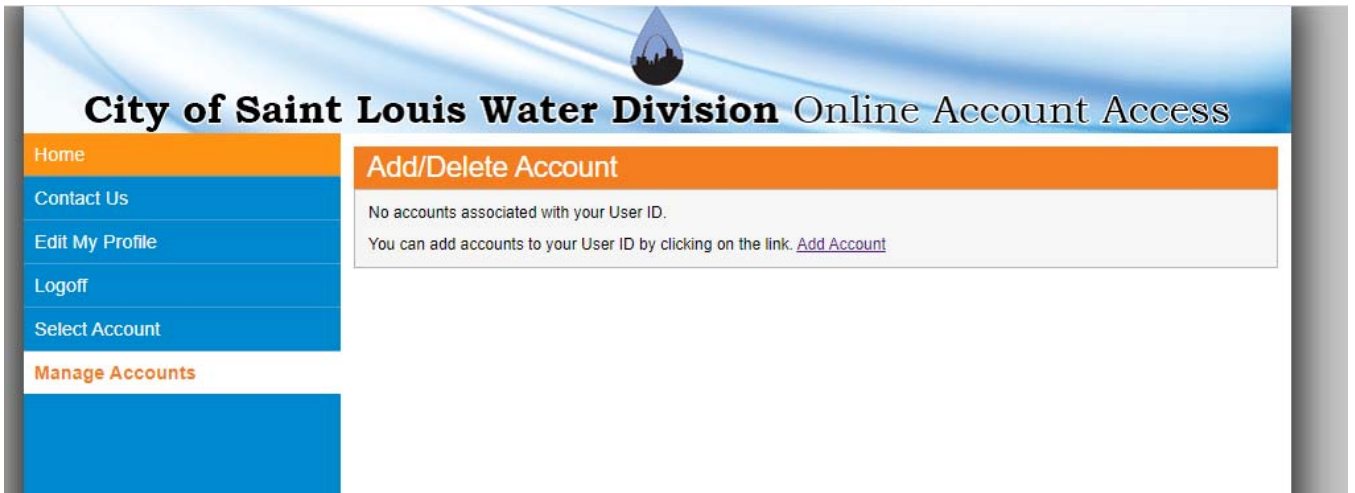
Once logged in, you should see the following menu:



Click the Select Account Button. You will see a page that says No locations are associated with your User ID. Click the Manage Accounts button.



The next page will contain an "Add Account" link to add your Utility Account to your online account:



You will be prompted for your account number, Cycle Number, and Route Number. All of this information can be located in the top right corner of your billing statement. Cycle and Route numbers should be entered as 2 digits, so Cycle 1 should be entered as 01.




City of Saint Louis Water Division Online Account Access

[Home](#)
[Contact Us](#)
[Edit My Profile](#)
[Logoff](#)
[Select Account](#)
[Manage Accounts](#)

Add Account

* = Required

User ID: root2@stlwater.com

* Account ID: -


* Cycle and Route Number: -

[Submit](#)

* Account ID must be entered exactly as it appears on your monthly statement (configurable).

After entering this information, a note will display in yellow that says The Account was added successfully.




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Add Account

* = Required

User ID: root2@stlwater.com

The account was added successfully.

* Account ID: -

* Cycle and Route Number: -

[Submit](#)

* Account ID must be entered exactly as it appears on your monthly statement (configurable).

You can now click the Select Account button and see your account listed. Click the blue link in the account number column and you will be able to view your account. If you have other accounts, you can go back to the Manage Accounts screen to add them. If you only have a single utility account, you will always be taken to that account when you log on. If you have multiple accounts, you will have to click the select account button and select which account you want to view.