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



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

City of Saint Louis Water Division Online Account Access	
Home	Enable Email
Contact Us	
Create New User	Your eMail has been enabled. You may now use it to login.
Login	

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

City of S	aint Louis Water Division Online Acco	ount Access
Contact Us	Welcome to the City of St. Louis Water	
Edit My Profile	Division's Online Account Access.	2
Logoff	This service offers up-to-date, online views of	a po
Select Account	customer utility accounts.	A
	such information as payment history, pending payments, and account status.	(en
	Login Guide	
	Existing Users:	
	If you had a login profile on the previous	

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.

City of Sa	int Louis Water Division Online Account Access
Home	Utility Accounts
Contact Us	No locations are associated with your User ID.
Edit My Profile	
Logoff	
Select Account	
Manage Accounts	

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

City of S	aint Louis Water Division Online Account Access
Home	Add/Delete Account
Contact Us	No accounts associated with your User ID.
Edit My Profile	You can add accounts to your User ID by clicking on the link. Add Account
Logoff	
Select Account	
Manage Accounts	

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 Da	The Louis water Division offine Account Access
ome	Add Account
Contact Us	* = Required
dit My Profile	User ID: root2@stlwater.com
ogoff	* Account ID: _
Select Account	* Cycle and Route Number:
lanage Accounts	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.

ome	Add Account	
Contact Us	* = Required	
Edit My Profile	User ID: root2@stlwater.com	
Logoff	The account was added successfully.	
Select Account	* Account ID: 000000000 - 000000000	
Manage Accounts	* Cycle and Route	
•	Number: 01 - 08	

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.