

CivicPay Login Screen

Visit: cityofpt.merchanttransact.com/Login

City of Port Townsend, WA 360-385-3000
ptutilities@cityofpt.us

Welcome to the City of Port Townsend's New Online Payment Portal!
You can now view your current bill, due September 20. We also welcome you to read our [September Newsletter](#). Questions about your bill? Please email ptutilities@cityofpt.us with the subject line "CivicPay Account" and include your service address or account number in the email. Thank you!

Welcome

LOGIN

frontdesk@cityofpt.us

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Remember Me [LOG IN](#)

[Forgot Password?](#)

[Sign Up](#)
Don't have an account? Save payment info for future use.

[One Time Payment](#)
Make a payment without registering.

[Contact Us](#)

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LOGIN: Already have an account? Enter your email address and password here. If you can't remember your password or need to change it, click "forgot password" to reset.

SIGN UP: Click here to create an account and set up autopay through your card or bank. Even if you choose to be paperless/pay by check or cash, creating an account is a great way to view your billing history and water consumption.

ONE TIME PAYMENT: Made a one-time quick payment (credit card only) without creating an account.

Create an Account

The screenshot shows the 'Sign Up > New User Registration' page. It is divided into two main sections: 'Account Information' and 'Utility Bill Verification'. The 'Account Information' section includes fields for Email, Confirm Email, Password, and Confirm Password. Below these fields, there are instructions for password requirements: at least 8 characters, including lowercase letters, uppercase letters, numbers, and special characters. The 'Utility Bill Verification' section includes fields for Last Name or Business Name and Utility Account Number. A note states that a recent utility bill is required to fill in some of the information. At the bottom of the form is a blue 'COMPLETE REGISTRATION' button and a link for 'Forgot Password?'.

1. Enter Customer Account Information: You will need to enter your last or business name and account number. Your account number and name are on your paper bill. Double check that you are entering everything exactly as written on your bill (e.g. including any punctuation, etc.) If you are still having issues with verification, please email ptutilities@cityofpt.com with the subject line "CivicPay Account." Include your service address, account number and name on the account in the email body. Thank you!

The screenshot shows the 'Home' page of the City of Port Townsend online payment portal. A red banner at the top states: 'Your e-mail has not been verified so you will not be able to select e-billing for accounts or set up auto pay. A request was sent to your e-mail address on 9/18/2024. Resend the verification email.' Below the banner, the 'Total Account Balance' is displayed as '\$60.69*' with a 'PAY NOW' button. A note below the balance states: '*Balance is current as of today and may include billing, adjustment, and pending payment transactions'. The 'Service Address' is listed as 'MONROE ST LIFT STADI, PORT TOWNSEND, WA 98366'. At the bottom, a welcome message reads: 'Welcome to the City of Port Townsend's New Online Payment Portal! You can now view your current bill, due September 20. We also welcome you to read our September Newsletter. Questions about your bill? Please email ptutilities@cityofptus with the subject line "CivicPay Account" and include your service address or account number in the email. Thank you!' There are also links for 'VIEW MY BILL' and 'VIEW ACCOUNT ACTIVITY'.

2. Verify your email. You will receive a verification email, asking you to click a link to confirm receipt. This will verify your email.

Navigating Your Account

City of Port Townsend, WA frontdesk@cityofpt.us

Home

- Make Payment
- My Bill
- Usage
- Activity
- My Profile
- Contact Us

Home >

Total Account Balance

\$60.69* [PAY NOW](#)

*Balance is current as of today and may include billing, adjustment, and pending payment transactions

Service Address >

[VIEW MY BILL](#)

[VIEW ACCOUNT ACTIVITY](#)

[SIGN UP FOR AUTO PAY](#)

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Show less information <

CivicPay Home: From your home page, you will be able to see your current account balance and navigate your account, you can view your water usage under "Usage" and past payments under "Activity"

Want to add another account? Click on "My Profile" in the left-hand menu and then click "+ Add Account"

Sign up for Autopay

City of Port Townsend, WA frontdesk@cityofpt.us

Home
Make Payment
My Bill
Usage
Activity
My Profile
Contact Us

My Profile > Edit Account > 005397-000

Paper Bill
Receive a copy of your bill via mail?
 Yes, print and send my paper bill using the postal service.
 No, do not print and send my bill using the postal service.

Electronic Bill
Receive a copy of your bill via e-mail?
 Yes, send an electronic copy of my billing statement via email when the bill is ready.
 No, do not send the bill electronically.

Auto Pay Options
 Yes, I would like to activate auto payment.

Important: Please pay any existing outstanding balances manually. Auto Pay enrollment will not apply to any balances prior to enrollment.

AMOUNT TO PAY
Your autopay payment will pay your entire account balance at time of billing. Your entire account balance includes any adjustments or fees incurred since your last bill.

Set a Safety Amount

* If you choose to set a safety amount, your future autopay payments will not be processed for more than the safety amount.

PAYMENT DATE
 Pay my bill on the day it is due.
 Pay my bill days before it is due.

Payment Type
 Credit/Debit Card
 Electronic Check

Card Information
BILLING ADDRESS
Cardholder Name *

DESCRIPTION

Sign up for Autopay: You can set up autopay through your credit/debit card or bank. You may still receive a paper bill if you wish.

Please note: If you sign up prior to bills being posted (end of every month), your balance due will automatically be deducted from your account on the date you select when signing up for autopay. If you sign up for autopay after a bill has posted, you must pay your balance manually as autopay enrolment will not apply to any balances prior to your creating a CivicPay account.

We encourage you to login after bills are posted to check and see if your autopay is set up. There will be a blue box on your homescreen with the amount due and the date set for the payment to go through.

Questions? Email ptutilities@cityofpt.us with the subject line "CivicPay"