

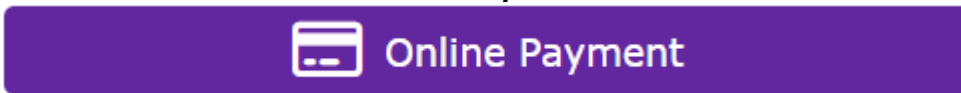
Register for an Aurora Water
Online Customer Profile
and Adding Multiple Accounts

There are two different
Methods to register for
your online profile

Registration Method #1

1. Log into the Aurora Water Website aurorawater.org
<https://www.auroragov.org/residents/water>

2. Scroll down and click Online Payment



3. Click Sign Up at the top left corner



4. Fill in the required fields

- *Go to page 4 or 5 for instructions for finding your new Aurora Water account number*


5. Click Sign Up

How to Find your New Aurora Water Account Number

*using your Aurora Water bill generated **PRIOR** to October 2022


- Click How do I find my Account Number? on the registration page

Account Number

How do I find my Account Number? 

- Type your “old” **Account Number** in the field and click search
- *You will also need the **Amount Due** on your last bill to validate your registration*

ACCOUNT INFORMATION

ACCOUNT NUMBER:	XXXXXX-XXXXXX 
SERVICE ADDRESS:	123 MAIN STREET
TYPE OF SERVICE:	RESIDENTIAL
DATE OF BILL:	04/20/2021

Look Up New Account Number

Previous Account Number

199505132144 

Search

Your New Account Number Is
A029137

How to Find your New Aurora Water Account Number

*using your Aurora Water bill generated after October 2022

Go to the next page to see how to find your new account number using your OLD water account number

Using your bill generated AFTER October 2022

- Your new **Account Number** may be found on your billing statement under the Account Information section, or for paperless customers, in the email containing your last billing statement issues after October 2022.
- The account number appears in the following format: **A123456**.
- *You will also need the **Amount Due** on your last bill to validate your registration.*



Account Summary	
Bill Date	06/14/22
Previous Bill	\$0.00
Current Bill	\$104.15
Current Bill Due Date	07/05/22
Total Amount Due	\$104.15

Total Amount Due
by 07/05/22
\$104.15

A red arrow points downwards from the top of the page towards a blue rectangular box. The box contains the text "Total Amount Due by 07/05/22" in white, with the amount "\$104.15" displayed in a larger white font below it.

Account Information	
Account Number	A123456
JOHN SMITH	
123 MAIN E ST	
Billing Cycle: 01	

A red arrow points downwards from the top of the page towards a blue rectangular box. The box contains the text "Account Information" in white. Below this, the "Account Number" is listed as "A123456" in a larger white font. The customer name "JOHN SMITH" and address "123 MAIN E ST" are listed below, followed by "Billing Cycle: 01".

Customer Service (7 - 7 M-F)
303.739.7388

All accounts not paid by due date
are subject to a 5% late fee

Email
aurorawater@auroragov.org

Online
www.auroragov.org/residents/water

Twitter
@AuroraWater

Facebook
AuroraWater

Fill in the Required Fields

1. Email Address
2. Phone Number
3. Phone Number Type
4. Account Number
 - Click the link [How do I find my account number?](#)
 - Enter in your old account number
 - Click Search
 - The NEW account number shows at the bottom left and begins with an A
5. Amount on Your last bill
6. Click I agree
7. Click Sign Up
8. **CHECK YOUR EMAIL for a Link to create a Password**

Email Address

This is a required field.

Phone Number

This is a required field.

Phone Number Type
Mobile Phone

Account Number

How do I find my Account Number?
This is a required field.

Amount On Your Last Bill
\$
This is a required field.

Name or Business ⓘ **Not Verified**

Want to use a different name? [Create a new one](#)

I agree with the [Terms and Conditions](#).

[Go back to Login](#)

Click the Link in your Email to create a Password

1. Click the link in your email

Please use the following [link](#) to complete your registration.

Thank you for registering with Aurora Water



Aurora Water <nonreplyonline@auroragov.org>

To: Ostrout, Susan

Retention Policy Retention Policy - Remove after 2 years (2 years)

Expires: 10/10/2024

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Reply

Right-click or tap and hold here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Thank you for registering with Aurora Water

Please use the following [link](#) to complete your registration.

© Aurora Water, 2022

Create a Password

1. Fill in the required fields
2. Passwords must consist of:
 - At least one UPPERCASE character
 - At least 8 characters
 - At least one lowercase character
 - At least one symbol from

!@#\$%^&*()_+=[{}|'

3. Click Register

Registration

Email

Phone Number

Phone Number Type

Password

Password Confirmation

I agree with the [Terms and Conditions](#).

Password Requirements

When all the policies are satisfied the strength indicator will show 100% and you will be able to submit the form.

Strength

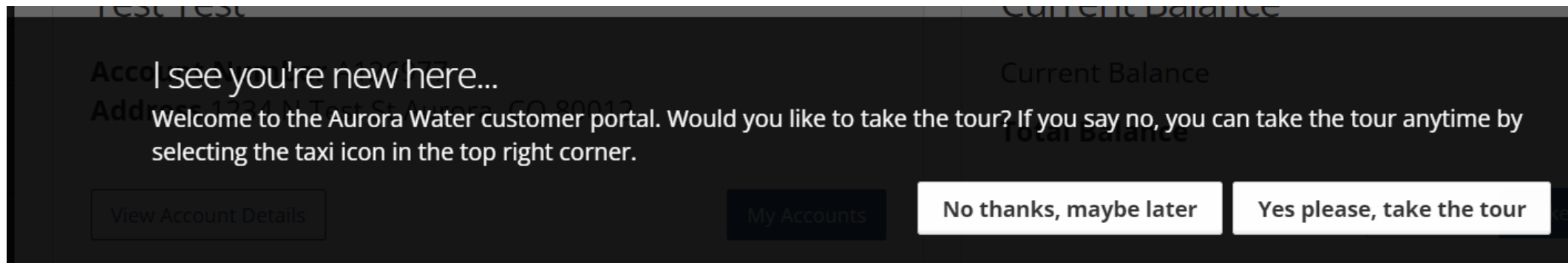
Policy

- ✘ - Password requires at least one uppercase character.
- ✘ - Password requires at least 8 characters.
- ✘ - Password requires at least one lowercase character.
- ✘ - Password requires at least one symbol from !@#\$%^&*()_+=[{}|'

Already have an account? [Sign in](#)

Tour the New Site

To view the new portal, click Yes please, take the tour. If you don't have time, you can always click taxi icon at the top right in your profile to take the tour.



The screenshot shows a dark-themed modal window with the following content:

- Text: "I see you're new here..."
- Text: "Welcome to the Aurora Water customer portal. Would you like to take the tour? If you say no, you can take the tour anytime by selecting the taxi icon in the top right corner."
- Buttons: "View Account Details", "My Accounts", "No thanks, maybe later", and "Yes please, take the tour".

A red arrow points to the "Yes please, take the tour" button.

Registration Method #2

1. Call 303-739-7388 to have a billing representative email an INVITE to you
2. Click the link in the email
3. Fill in the required fields

Please use the following [link](#) to complete your registration.

- *Go page 9 or 10 for instructions for finding your new Aurora Water account number*


4. Click Sign Up

How to Find your New Aurora Water Account Number

*using your Aurora Water bill generated **PRIOR** to October 2022


- Click How do I find my Account Number? on the registration page

Account Number

How do I find my Account Number? 

- Type your “old” **Account Number** in the field and click search
- *You will also need the **Amount Due** on your last bill to validate your registration*

ACCOUNT INFORMATION

ACCOUNT NUMBER:	XXXXXX-XXXXXX 
SERVICE ADDRESS:	123 MAIN STREET
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Look Up New Account Number

Previous Account Number

199505132144 

Search

Your New Account Number Is
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How to Find your New Aurora Water Account Number

*using your Aurora Water bill generated after October 2022

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Using your bill generated AFTER October 2022

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JOHN SMITH	
123 MAIN E ST	
Billing Cycle: 01	

Account Summary	
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Total Amount Due	\$104.15

	Customer Service (7 - 7 M-F) 303.739.7388
	All accounts not paid by due date are subject to a 5% late fee
	Email aurorawater@auroragov.org

Total Amount Due by 07/05/22
\$104.15

	Online www.auroragov.org/residents/water
	Twitter @AuroraWater
	Facebook AuroraWater

Create a Password

1. Fill in the required fields
2. Passwords must consist of:
 - At least one UPPERCASE character
 - At least 8 characters
 - At least one lowercase character
 - At least one symbol from

!@#\$%^&*()_+=[{}|'

3. Click Register

Registration

Email
sostrout@auroragov.org

Phone Number
[Empty field]

Phone Number Type
Mobile Phone

Password
[Masked field]

Password Confirmation
[Empty field]

I agree with the [Terms and Conditions](#).

Password Requirements
When all the policies are satisfied the strength indicator will show 100% and you will be able to submit the form.

Strength
[Progress bar]

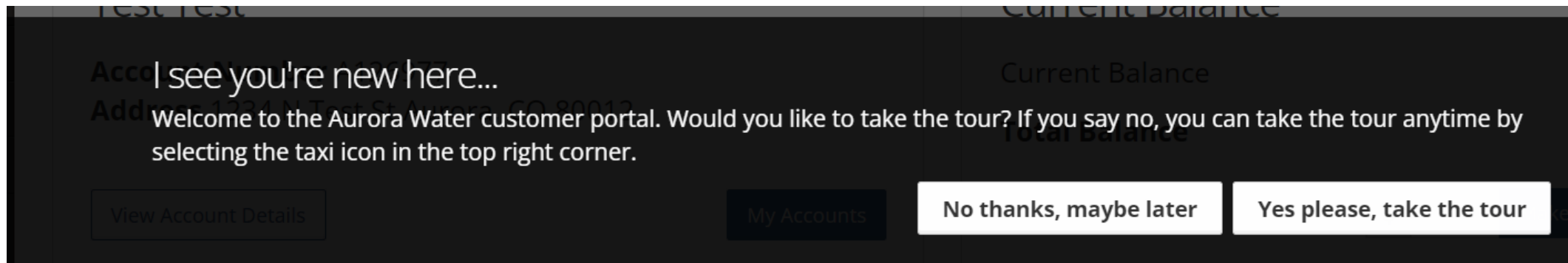
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Already have an account? [Sign in](#) [Register](#)

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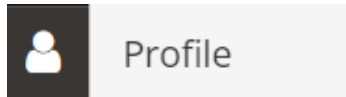
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- Text: "Welcome to the Aurora Water customer portal. Would you like to take the tour? If you say no, you can take the tour anytime by selecting the taxi icon in the top right corner."
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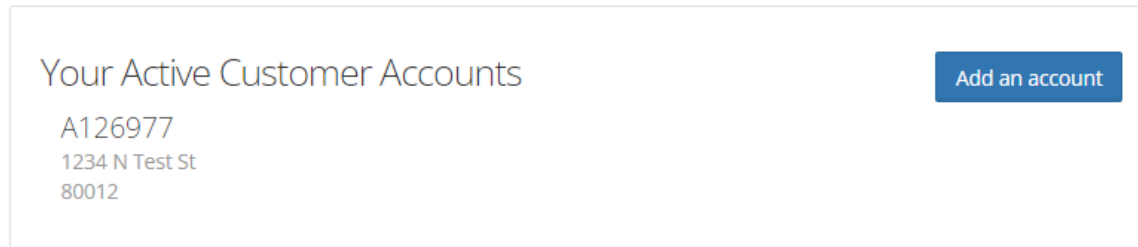
Adding Multiple Accounts to your Online Profile

Add Multiple Accounts to your Profile

- Click the Profile icon on the left navigation pane



- In the “Your Active Customer Accounts” section - Click “Add an Account”



- Add each account number to the Account Number field separately
 - If you do not know the new Aurora Water account number, click “How do I find my Account Number?”
 - See pages 15 and 16 for instructions on finding your previous account number.
- Click Add Account
- Each added account can be viewed in that section

How to Find your New Aurora Water Account Number

*using your Aurora Water bill generated after October 2022

Go to the next page to see how to find your new account number using your OLD water account number

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Total Amount Due by 07/05/22
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	Customer Service (7 - 7 M-F) 303.739.7388
	All accounts not paid by due date are subject to a 5% late fee
	Email aurorawater@auroragov.org


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	Twitter @AuroraWater
	Facebook AuroraWater

How to Find your New Aurora Water Account Number

*using your Aurora Water bill generated **PRIOR** to October 2022


- Click How do I find my Account Number? on the registration page

Account Number

How do I find my Account Number? 

- Add the “old” **Account Number** to the field and click search
- You will also need the **Amount Due** on *your last bill to validate your registration*

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ACCOUNT NUMBER:	XXXXXX-XXXXXX 
SERVICE ADDRESS:	123 MAIN STREET
TYPE OF SERVICE:	RESIDENTIAL
DATE OF BILL:	04/20/2021

Look Up New Account Number

Previous Account Number

199505132144 

Search

Your New Account Number Is
A029137

View Your Accounts

- Click the Home icon on the Left
- Click My Accounts



Test Test

Account Number A126977
Address 1234 N Test St Aurora, CO 80012

[View Account Details](#) [My Accounts](#)

- Click the account you wish to view

Choose Account ×

[Copy](#) [Download](#)

Account	Description	Status	Type	Balance
A126977	A126977 / Test Test / 1234 N Test St	Active	Residential	
A029137	A029137 / TEST BILLING ACCT III / 123 N TEST ST	Final Billed	Residential	