



Online Bill Portal—Quick Reference Guide

On January 1, 2023 Arizona Water Company upgraded our payment portal. You can now view your bill, make a payment, set up recurring payments, receive text notifications and enroll in paperless billing.

Our new online bill portal can be accessed via our website www.azwater.com.

Please reference this guide while learning to navigate through the portal.

Portal Enrollment:	Enroll one time and set up your profile as completely as possible for future transactions. After enrollment, profiles can be updated at any time. For continuous log in issues, click on “Password Help?” to initiate a password re-set.
Password change:	Password restrictions are very specific. There is no view button to see the password while typing. Passwords must have at least 8 characters and have at least 3 of the following: 1 or more numbers, 1 or more uppercase characters, 1 or more lowercase characters, passwords can include only the special characters *+/-/?^_{}~!@\$ Passwords cannot include: The last 3 passwords, your name, your Login ID, more than 3 characters, numbers or special characters, such as AAAA, 2222, or !!!!,
Account Number Entry:	Online www.azwater.com —Add a dash before the last number only Phone 1-602-714-8220 —Add a * before the last number only. The recording will guide you through each step.
Enter Address Street No.:	Online—This is the first set of numbers or word in the address Example: 12345 E North Rd = Key or enter 12345 Lot Q Elk Ridge Ln = Key or enter LOT Phone— This is a numeric system only, alpha characters are not recognized.
E-bill availability date:	3-6 business days after the meter is read.
Email billing notifications:	These emails do not have a copy of the bill attached, a link to the portal will be provided in the notification so you can view and/or pay your bill. Email notifications will be sent from DoNotReply@onlinebiller.com .
Payment Cancellations:	ACH (checking and savings) transactions are processed at end of each business day. If you can see an option to cancel the transaction, click on the option and the payment will be cancelled as if it never happened. CC (debit and credit) transactions are validated in real time so payments are submitted immediately. Please contact your local office to request a payment reversal. Reversals can take 1-3 days to be processed.
Recurring Payments vs. Surepay:	If you are enrolled in our Surepay program, setting up recurring payments is NOT necessary. This is an online alternative to our Surepay program. Setting up recurring payments will allow for credit card and debit card payments in addition to checking or savings account withdrawals for a small fee.
Surepay Payment Timing:	If you are enrolled in our Surepay program, your payment will be scheduled to post 10 calendar days after the billing date (5 days prior to the past due date). If the 10th day falls on a weekend or holiday the payment will be posted on the next business day which could be day 11-13. Upon enrollment, the notification settings default to a 2 day notification prior to delinquency. Keep this in mind during short months or months with multiple holidays.