



## CITY OF MARYSVILLE-UTILITY BILLING ONLINE PORTAL

This document will walk you through the process of accessing our utility billing portal.

<https://www.municipalonlinepayments.com/cityofmarysvilleoh/utilities>

There are two options for making a payment online. Both methods require your account number and customer number which can be found at the top of your monthly bill.

**City of Marysville**  
Utility Billing Office  
209 S. Main Street  
Marysville, OH 43040-1553

Account Number - Customer Number XXXXXXXX - XXXXX		
Service Address 1234 Anywhere Dr		
Due Date xx/xx/xxxx	Pay After Due Date \$xx.xx	Pay By Due Date \$xx.xx
OFFICE HOURS 8:00am - 5:00pm Monday thru Friday	PHONE (937) 645-7350	EMAIL <a href="mailto:utilities@marysvilleohio.org">utilities@marysvilleohio.org</a>
Want to get your bill faster? Enroll in ebill! To pay bill online visit <a href="http://www.marysvilleohio.org">www.marysvilleohio.org</a>		

- 1) **“Quick Pay”** is a fast and easy way to pay if you’re short on time and don’t want to establish an account. Your information will not be retained for future visits to the website.
- 2) **“Sign in or sign up”** will establish an account based on your email address which will provide you with full access to your account and added functionality including: usage history, automatic payment set up, account notifications and more.




## CITY OF MARYSVILLE-UTILITY BILLING ONLINE PORTAL

### QUICK PAY INSTRUCTIONS

Select the **Quick Pay** link

Enter your 8-digit Account Number and 1-5-digit Customer Number and **Find Bill** to locate outstanding bills

☰ Marysville, OH Utility Payment Portal Utility Billing



### Let's find your account

**Account Number**


Please enter your 8 digit account number (e.g.-the numbers before the dash on your bill) (12345678-XXXXX)

**Customer Number**

Please enter the 1 to 5 digits of your customer number (e.g.-numbers after your account number). Example: XXXXXXXX-12345


[Sign in to manage account](#)

#### Announcement



Office Hours are Monday through Friday from 8am to 5pm.

#### Contact us



937-645-7350


Enter your payment amount and select **Continue** button

☰ Marysville, OH Utility Payment Portal Utility Billing

← Make a Payment


Due	Balance	Payment amount
-----	\$0.00	<input type="text"/>
		Subtotal \$0.00

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## CITY OF MARYSVILLE-UTILITY BILLING ONLINE PORTAL

Select your Payment Method of either Credit/Debit card or eCheck. Enter all requested information on the page beginning with your email address and **Submit Payment** button.

☰ Marysville, OH Utility Payment Portal Utility Billing

← Select a payment method

### Payment method

 You're not currently logged in. If you would like to use a previously saved payment method, [Login](#)


Credit card

eCheck


### Payment Details

Current balance	\$0.00
Payment amount	\$50.00
<b>Total</b>	<b>\$50.00</b>

### Announcement

 Office Hours are Monday through Friday from 8am to 5pm.

### Contact us

 937-645-7350




## CITY OF MARYSVILLE-UTILITY BILLING ONLINE PORTAL

Your screen will provide a receipt for the payment and a confirmation number. You will also receive an email confirmation at the email address entered.

### Payment receipt

Confirmation number	Paid to	Payment method	
<b>HY3N6JLKDX</b>	cityofmarysvilleoh Utility Billing -	Mastercard (ends in_	
Account	Address	Current balance	Amount paid
		\$0.00 Due 12/29/2023	\$10.00
		Subtotal	\$10.00
		Total	\$10.00

 Your payment has been received. Please [print this page](#) or write down your confirmation number. An email containing this information was sent to \_\_\_\_\_



## CITY OF MARYSVILLE-UTILITY BILLING ONLINE PORTAL

### “Sign In or sign up” Instructions

The “[Sign in or sign up](#)” option allows you to create an online user account. It provides you with full access to your account information, copies of bills, and usage history. You can also sign up for automatic recurring payments and email bills. Payment information will be securely retained for future visits to the website. Select the Sign up hyperlink at the bottom of this page.

The screenshot shows the Marysville, OH Utility Payment Portal website. At the top left, it says "Marysville, OH Utility Payment Portal". At the top right, there is a "Sign In / Register" button, which is pointed to by a blue arrow. Below the header is a large banner with the City of Marysville logo and the text "Marysville, OH". Below the banner is a "Welcome to our online payments website!" section. This section contains a paragraph about online payment options, a "Quick Pay" section, and a "Signing up for an account" section. A blue arrow points to the "Signing up for an account" section. To the right of the welcome section are two boxes: "Available services" with a link for "Utility Billing", and "New Automated Phone Payment Service" with details about the service and a note to have account information ready.

Marysville, OH Utility Payment Portal

Sign In / Register

### Welcome to our online payments website!

Customers have two options for paying their utility bills online. For both options, you will need to have account number and customer number. These numbers are located at the top right corner of your monthly bill.

**Quick Pay**

Allows users to make their utility payments without signing up for an account. This is not ideal for businesses that would like to pay multiple bills at the same time.

**Signing up for an account**

1. Please click the Sign In/Register button in the top right corner of your browser, then click 'Sign Up' again to set up your account.
2. After you sign up for a new account, you will be asked to verify your email address. Please login to your email to verify that you requested access to the City of Marysville Utility Portal hosted by Tyler Technologies. After signing in you may need to click the "Utility Billing" link under available services to access your account.
3. Click 'Add an account'. You will want a copy of your bill handy because you will be required to enter your account number and your customer number located on your utility bill.
4. You will then be directed to the online utility payments landing page where you can add any additional accounts to your customer profile. Using the menu bar on the left, select "Manage Accounts" and the "Add Account" to add multiple accounts to your customer profile.

**Available services**

Utility Billing

**New Automated Phone Payment Service**


Payments can now be made using our secure automated phone service at 937-303-5250. This service is available 24/7 for your convenience.

Please have your account number and customer number ready when you call.


209 S. Main St., Marysville, OH 43040; Phone: 937-645-7350; Email: [utilities@marysvilleohio.org](mailto:utilities@marysvilleohio.org); Office Hours: Monday - Friday 8 AM - 5 PM | [Terms and conditions](#) | [Contact us](#) | ©2024 Tyler Technologies





## CITY OF MARYSVILLE-UTILITY BILLING ONLINE PORTAL




Sign In to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

:


Keep me signed in

Next

[Unlock account?](#)

[Help](#)

---

Don't have an account? Sign up 



## CITY OF MARYSVILLE-UTILITY BILLING ONLINE PORTAL

Complete the following screen with your email address, name, password and phone number. Then select **SIGN UP** button



Sign up

Email

First name

Last name

Mobile phone

Optional

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords



[Already have an account?](#)



## CITY OF MARYSVILLE-UTILITY BILLING ONLINE PORTAL

Once completed, an email from Community Access Identity with the email address of [noreply@municipalonlinepayments.com](mailto:noreply@municipalonlinepayments.com) will be sent to you. Please check your Junk or SPAM email box if you can't locate this email.

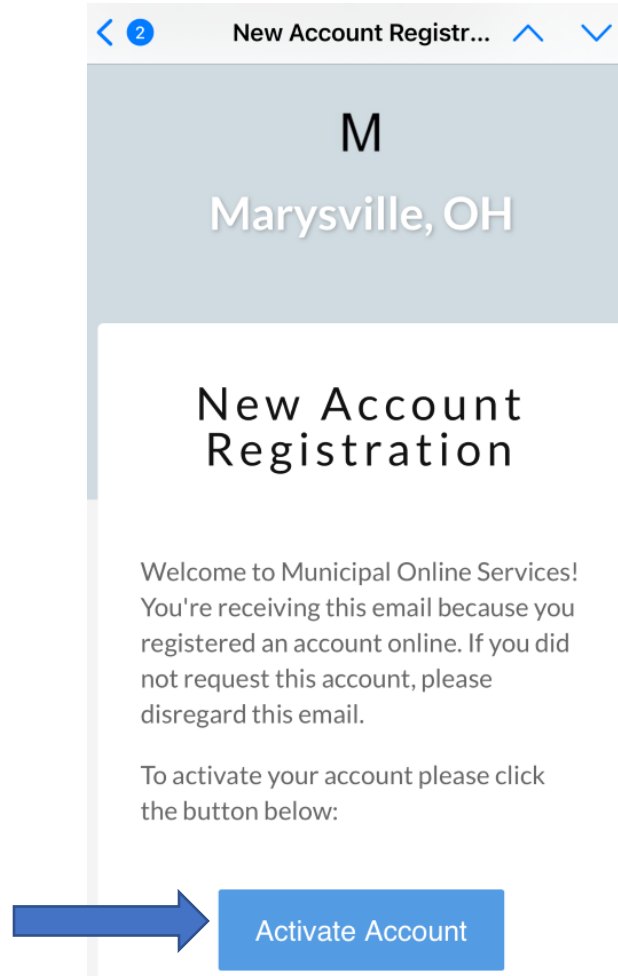
The screenshot shows the login interface for the City of Marysville utility billing portal. At the top, there is a banner image of a person's hands holding a card over a keyboard, with a large 'M' logo and the text 'Marysville, OH'. Below the banner is the 'Login' heading. A light blue notification box states: 'An email has been sent to [redacted] regarding your account'. There are two input fields: the first is for the username (redacted) and the second is for the password (masked with dots). A blue 'Login' button is positioned below the password field. At the bottom, there are links for 'Forgot password?' and 'Don't have an account? Register'.





## CITY OF MARYSVILLE-UTILITY BILLING ONLINE PORTAL

Once you locate the email, select the **Activate Account** button to confirm your email address.





## CITY OF MARYSVILLE-UTILITY BILLING ONLINE PORTAL

You will then be brought to the main portal screen. Next, you will need to link your utility account(s) to your online profile.

A screenshot of the City of Marysville Utility Billing Online Portal. The page features a large green and grey graphic with a stylized 'm' and a banner. A 'Welcome back' message is displayed above a redacted name. The main content area is divided into three sections: 'Accounts', 'Announcement', and 'Contact us'. The 'Accounts' section contains a message about linking utility accounts and an 'Add account' button. The 'Announcement' section contains a message about office hours and a bell icon. The 'Contact us' section contains a phone icon, the number 937-645-7350, and a 'Contact us' button. A footer at the bottom provides contact information and copyright details.

Welcome back  
[Redacted Name]

### Accounts

You do not have any Utility Billing accounts associated with your login.  
Add an account to access account details, pay your bills, and manage accounts.

[Add account](#)

### Announcement

Office Hours are Monday through Friday from 8am to 5pm.

### Contact us

937-645-7350


[Contact us](#)

209 S. Main St.; Marysville, OH 43040; Phone: 937-645-7350; Email: [utilities@marysvilleohio.org](mailto:utilities@marysvilleohio.org); Office Hours: Monday - Friday 8 AM - 5 PM | [Terms and conditions](#) | [Contact us](#) | ©2024 Tyler Technologies

Select the **Add Account** button to bring up the screen below and enter your utility account number and customer number shown on your utility bill.



## CITY OF MARYSVILLE-UTILITY BILLING ONLINE PORTAL



### Let's find your account

\* **Account Number**

Please enter the 8-digit account number (e.g. numbers before the dash on your bill) For example: 12345678-XXXXXX

\* **Customer Number**

Enter the 1 to 5 digits of your customer number after your account number. Example: (XXXXXXXX-12345)

### Announcement



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937-645-7350

Then, select the **Add account** button again.

Your account is now linked to your user profile and will display this screen

- Home
- Manage accounts
- Account detail
- Transactions
- Consumption
- Contact preferences

Welcome back

Your current balance is **\$0.00**  
Due 12/29/2023

#### Last payment

\$0.00 paid  
Thank you!

[All transactions](#)

#### Current bill

\$0.00 billed 12/14/2023  
Due 12/29/2023

[View bill](#)

#### Announcement

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#### Contact us

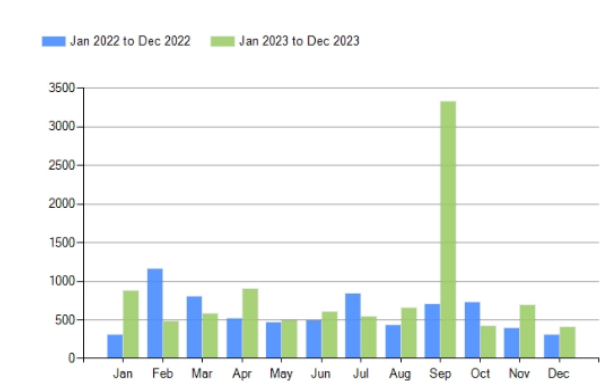
937-645-7350

#### Pay bills

#### Enroll in auto pay

#### Schedule payment

Jan 2022 to Dec 2022    Jan 2023 to Dec 2023



Month	Jan 2022 to Dec 2022	Jan 2023 to Dec 2023
Jan	300	800
Feb	1100	500
Mar	700	500
Apr	500	800
May	500	500
Jun	500	500
Jul	800	500
Aug	500	500
Sep	700	3300
Oct	700	500
Nov	500	700
Dec	300	400



## CITY OF MARYSVILLE-UTILITY BILLING ONLINE PORTAL

The right side of the account information screen allows you to pay a bill, enroll in auto pay, or schedule a payment.

The left side of the account information screen provides menu options which gives more detailed information:

**Manage Accounts:** Will give you access to other utility account(s) if you have multiple water accounts. This option allows you to add accounts or toggle between your linked accounts as needed.

**Account Detail:** Will give you full details of your account and the services provided to you as well as copies of previous bills.

**Transactions:** Will show a history of all payments and bills associated with your account. This will filter for the last year by default. The date range selector at the top will allow you to filter for more or less time.

**Consumption:** Will show a graph of billed water consumption on your utility account. Consumption is tracked in cubic feet.

**Contact Preferences:** Will allow you to enroll in e-Billing, manage email reminders, and auto pay reminders