

CREATING YOUR NEW ONLINE UTILITY BILLING ACCOUNT

A WALKTHROUGH GUIDE

CREATING YOUR ACCOUNT

Customer Portal: City of Boise | x +

secure2.paymentus.com/cp/BO11

CITY of BOISE Customer Portal

VISA MasterCard AMEX DISCOVER PayPal Google Pay Apple Pay

Login

Email*
someone@example.com

Password*
Password

Don't have an account [Register Now](#)

[Forgot your password?](#) **LOGIN**

BOISE CITY OF TREES

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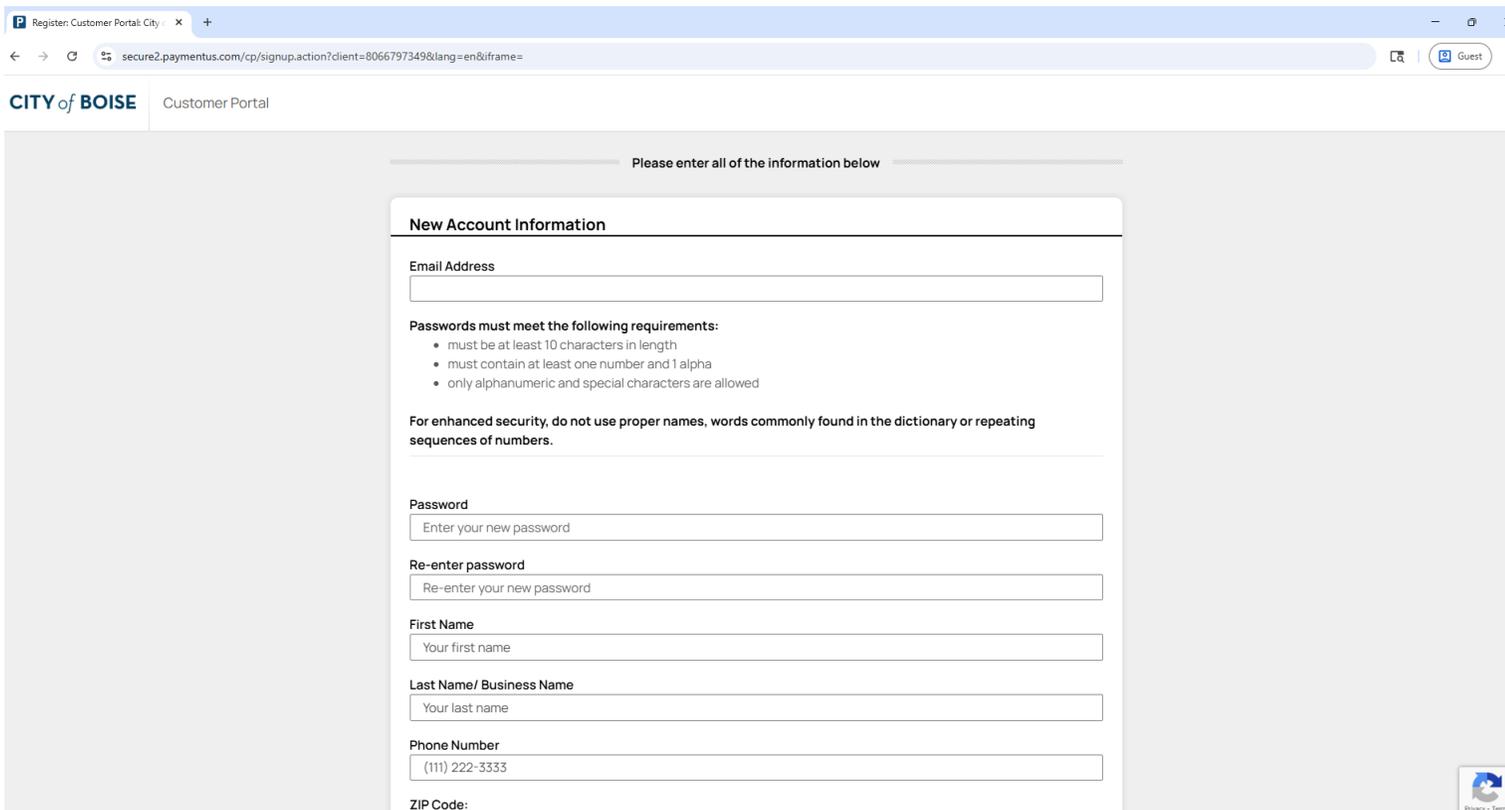
[Privacy Notice](#) [Privacy Notice to California Residents](#) [Bill Payment Terms and Conditions](#) [Payment Authorization Terms](#) [SMS Text Communication Terms and Privacy](#)

Privacy - Terms

To set up online or automatic payments, you need to create an account.

Click **Register Now**

HOW TO ENROLL



Register: Customer Portal: City x +

secure2.paymentus.com/cp/signup.action?client=8066797349&lang=en&iFrame=

CITY of BOISE Customer Portal

Please enter all of the information below

New Account Information

Email Address

Enter your email address

Passwords must meet the following requirements:

- must be at least 10 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric and special characters are allowed

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

Enter your new password

Re-enter password

Re-enter your new password

First Name

Your first name

Last Name/ Business Name

Your last name

Phone Number

(111) 222-3333

ZIP Code:

Privacy - Terms

Fill in the prompted information and create a password for your account, then click **ENROLL** at the bottom of the online form.

ADDING YOUR UTILITY BILL

★ Add your utility bill to your online account in the **Accounts** tab.

In the **Add Account** box:

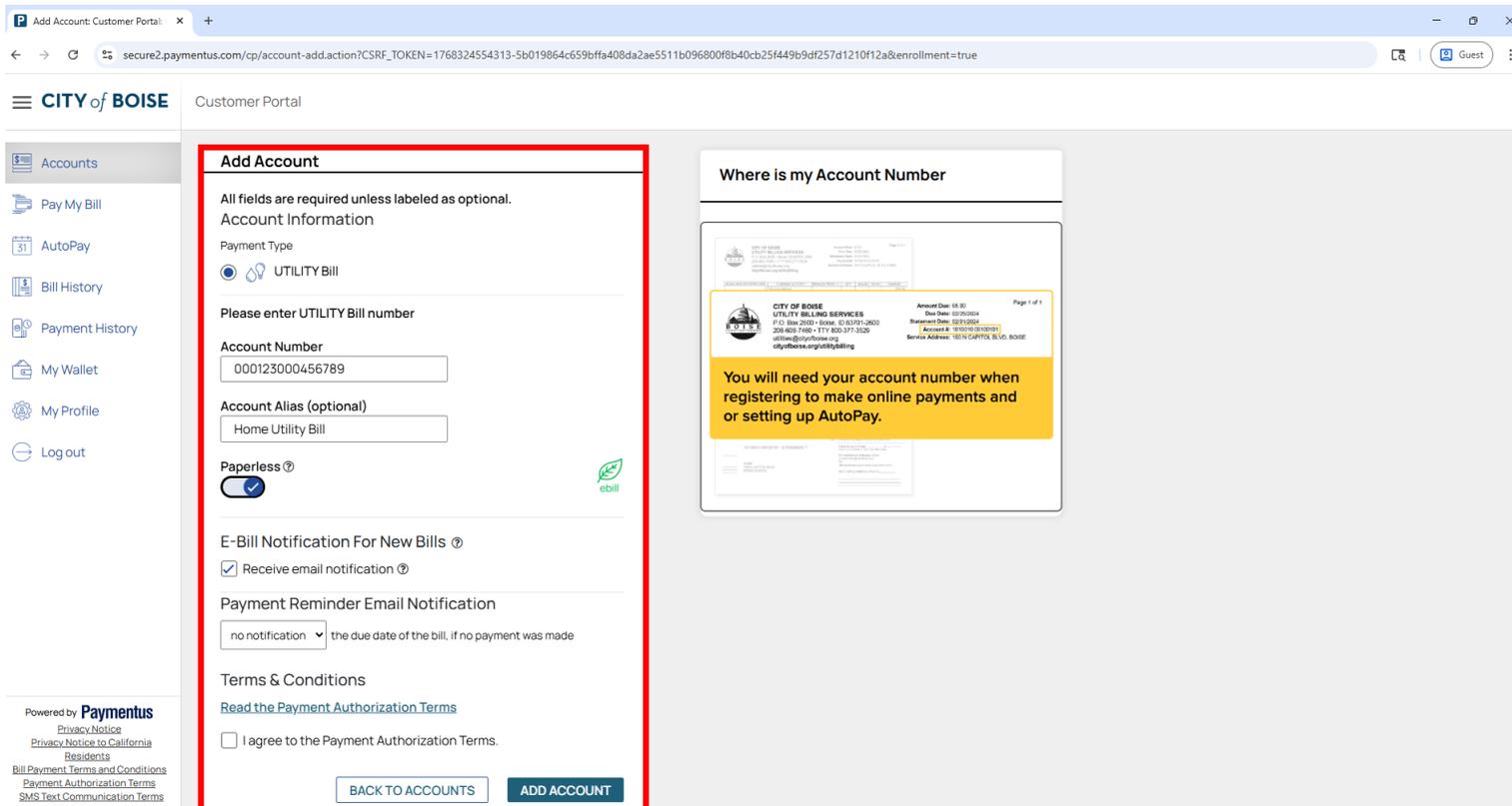
Add your **Account Number**. You can find your account number on a previous utility bill. If you can't find your account number, contact us at Utilities@CityofBoise.org or 208-608-7460 (TTY: 711)

If you'd like, create an **Account Alias** to change your label for this account, such as "Home Utility Bill".

Select **Paperless** to reduce waste by receiving your bill via email.

Set a **Reminder** to get an email notification when you haven't paid your bill.

Read and agree to the **Terms & Conditions**, then click **Add Account**.



The screenshot shows the 'Add Account' form in the City of Boise Customer Portal. The form is highlighted with a red border. It includes the following fields and options:

- Account Information:** All fields are required unless labeled as optional.
- Payment Type:** UTILITY BILL (selected)
- Account Number:** 000123000456789
- Account Alias (optional):** Home Utility Bill
- Paperless:** Selected (checked)
- E-Bill Notification For New Bills:** Receive email notification (checked)
- Payment Reminder Email Notification:** no notification (selected)
- Terms & Conditions:** I agree to the Payment Authorization Terms (unchecked)

To the right of the form is a sample utility bill titled 'Where is my Account Number'. A yellow callout box on the bill states: 'You will need your account number when registering to make online payments and or setting up AutoPay.'

PAY YOUR BILL

The screenshot shows the City of Boise Customer Portal. The browser address bar displays the URL: `secure2.paymentus.com/cp/my-accounts.action?CSRF_TOKEN=1768324650238-6d884df72046bd02d524d3e8cfacc733c8c26516b356669e749402422909116c`. The page title is "Accounts: Customer Portal: City of Boise".

The left sidebar contains the following navigation items:

- Accounts
- Pay My Bill (highlighted with a red box and a circled "2")
- AutoPay
- Bill History
- Payment History
- My Wallet (highlighted with a red box and a circled "1")
- My Profile
- Log out

The main content area is titled "Accounts" and includes a link for "City of Boise In the Know - Utility Billing Newsletter". Below this, a card displays account details for "Home Utility Bill - UTILITY BILL # 000123000456789" at "123 MAIN STREET".

The account details card includes:

- Account Details (EDIT) for 123 MAIN STREET, BOISE, ID
- Date Due: Feb 25, 2026; Amount Due: \$141.30; Pay Bill button
- Paperless (checked) with ebill logo; View Bill button
- AutoPay (checked); AutoPay button
- E-Bill Notification For New Bills (checked); Email: sent to eddytroutboise@gmail.com
- More options: View All Payments, View Bill History, Edit Notification Email and Mobile

At the bottom left, it says "Powered by Paymentus" with links for Privacy Notice, Privacy Notice to California Residents, Bill Payment Terms and Conditions, Payment Authorization Terms, and SMS Text Communication Terms and Privacy. An "Add Account" button is also present.

Your utility bill is now added to your online account. From here, you can pay your bill, set up AutoPay and view previous bills and payment history.

1. Click **My Wallet** to add a payment method. You can use E-Check, Debit, Credit or a Digital Wallet.
2. Select **Pay My Bill** to make or schedule a payment. Select **AutoPay** to schedule automatic payments.

NEED HELP?

- **Contact us for additional support**
 - Utilities@CityofBoise.org
 - 208-608-7460 | TTY: 711
- **Learn More**
 - cityofboise.org/utility-billing