



CITY OF
GRAND
RAPIDS

Water System



GUÍA DE FACTURACIÓN DE SERVICIOS PÚBLICOS

GUÍA PARA USAR EL PORTAL DE SU CUENTA DE CLIENTE

¿Tiene preguntas? Envíenos un correo electrónico a water@grcity.us o llame al 3-1-1.
onlinebiller.com/cityofgr

REGISTRO/ CREACIÓN DE UNA CUENTA

Los usuarios nuevos deben registrarse para crear una cuenta. Si ya tiene un nombre de usuario y una contraseña, puede omitir esta sección.

PASO 1: Visite el Portal del Cliente en onlinebiller.com/cityofgr/. Haga clic en **Enroll** para crear una cuenta.

The screenshot shows the website onlinebiller.com/cityofgr/. The header includes the City of Grand Rapids logo and 'Water System'. A left sidebar contains links: 'Utility Billing Login', 'Bill Inserts', and 'Customer Service'. The main content area is titled 'Welcome to City of Grand Rapids Utility Billing'. It features two sections: 'City of Grand Rapids Utility Billing' with a list of benefits and an 'Enroll' button (highlighted with a red arrow), and a 'Login' section with fields for 'Username' and 'Password', and buttons for 'Login' and 'Forgot Username/Password'.

PASO 2: Después de seleccionar ENROLL, **ingrese su número de cuenta**, que comienza con las letras mayúsculas "WS" seguidas de 7 números. **Marque la casilla** para aceptar los Terms of Service y luego haga clic en **Estoy de acuerdo**.

The screenshot shows the 'Get Started With the City of Grand Rapids Utility Billing' page. It prompts the user to enter their account number. The 'Account Number' field contains 'WS1234567' (highlighted with a red arrow). Below this is the 'Terms Of Service' section, which includes a checked checkbox 'I understand and agree to the Terms of Service. To view the Terms of Service [click here](#).' and buttons for 'I Agree' (highlighted with a red arrow), 'Print Terms of Service', and 'Back'.

Si no conoce su número de cuenta, puede encontrarlo en la esquina superior derecha de su factura impresa.

The screenshot shows a printed utility bill from the City of Grand Rapids. The top right corner displays the 'Total Amount Due by 06/30/26' as '\$349.51'. The bottom left section contains a table with account details:

Account Number	Bill Date	Due Date
WS2071629	06/09/26	06/30/26
Service Address		
1447 MASON ST NE		
Service Type		
Residential Quarterly - WATER, SEWER		
Government Unit	Days Billed	Units Used
GRPDS	90	36

The bottom right section shows a 'Water Usage History' bar chart for the months of May through May, with values ranging from 36 to 53 units.

PASO 3: A continuación, se le pedirá que confirme la información de su cuenta. Si la información es correcta, haga clic en **Yes-Continue**.

Utility Billing Login	Customer Enrollment
Bill Inserts	
Customer Service	

Account Number	WS1234567
Account Info	JOHN SMITH 123 MAIN ST SE

Is this the correct account ?

Yes - Continue No - Take Me Back

PASO 4: Ingrese su dirección de correo electrónico y haga clic en **Continue**.

Utility Billing Login	Customer Enrollment
Bill Inserts	
Customer Service	

Account Number	WS1234567
Account Info	JOHN SMITH 123 MAIN ST SE

Is this the correct account ?

Yes - Continue No - Take Me Back

Please enter your email Address

Email Address:	johnsmith@example.com
Confirm Email Address:	johnsmith@example.com

- We recommend you add cityofgr@onlinebiller.com to your address book to help ensure that Utility Billing emails are not blocked by a SPAM filter.
- We will not disclose your email address to anyone unless required to do so by law.

Continue Clear Email Address Back

PASO 5: Ingrese un **nombre de usuario** y una **contraseña**. Luego, haga clic en **Continue**.

Utility Billing Login	Customer Enrollment
Bill Inserts	
Customer Service	

Email: johnsmith@example.com

Username & Password

Username:	johnsmith <i>You may choose to set your email address as your username.</i>
Password:	***** <i>Must be 7-30 characters and contain at least one number. Password is case sensitive.</i>
Confirm Password:	*****

Continue Back

A continuación, verá un mensaje para verificar su cuenta.

Utility Billing Login	Almost Done! To verify your account, we've sent an activation link to kolene@gmail.com • You must click the activation link to login to continue enrollment. • You will not be able to view bills online until the email address is verified with the activation link. • Check your SPAM or JUNK email filter if you do not receive the email within an hour. If the email does not arrive, contact your email administrator to ensure it was not blocked. To return to City of Grand Rapids Utility Billing login page, please click here.
Bill Inserts	
Customer Service	

PASO 6: Revise su correo electrónico. Debería recibir un correo de cityofgr@onlinebiller.com con un enlace para activar su cuenta. Haga clic en el enlace para completar la activación. Si no recibe el correo electrónico, revise su spam. También le recomendamos agregar cityofgr@onlinebiller.com a su lista de contacto para garantizar la entrega de futuros correos electrónicos.

Dear City of Grand Rapids Customer, This email is to verify your enrollment of account WS to view your bills. By clicking the link below we will verify your email address, which will allow you to login and complete setup. Click here to activate your account  Or copy and paste this URL into your web browser: https://www.onlinebiller.com/cityofgr/activate_subscriber.html?token=L3Q0EADOR This activation process allows us to ensure that your account was not created by an unauthorized party. If you did not enroll this City of Grand Rapids account, just ignore this email and the account will not be activated. Thank you, City of Grand Rapids Email sent to Please do not reply directly to this email. If you require support, login to Utility Billing, then click on Customer Service. Please do not include your account password, credit/debit card number, bank account number, or any other sensitive personal information in any online correspondence with City of Grand Rapids, as representatives will never ask you to email this information.

PASO 7: Verá un mensaje que confirme que su cuenta se activó correctamente. Ahora puede iniciar su sesión.

Utility Billing Login	Activation Successful! Please login to complete enrollment by clicking here. 
Bill Inserts	
Customer Service	

Please note: it is recommended that you add cityofgr@onlinebiller.com to your address book to ensure that system emails are not blocked by a SPAM filter.

Ahora puede iniciar su sesión.

Bill Inserts
Customer Service

Welcome to City of Grand Rapids Utility Billing

City of Grand Rapids Utility Billing

- Access to view and print bills.
- View multiple City of Grand Rapids accounts with one username and password

Enroll

Login

Username: johnsmith

Password:

LoginForgot Username/Password

PASO 8: Haga clic en **Save My Preferences**.

Step 1 - Verify Account Preferences
Logout

Verify Account Preferences

If you would like further information about one of the options below, you may hover over the heading to receive a full description.

Account Number	Service Address
WS1234567	123 MAIN ST SE

Save My Preferences

Back

¡Listo! La configuración de su cuenta se ha completado.

RESUMEN DE LA CUENTA

Una vez que inicie sesión, verá todas las cuentas vinculadas a su perfil.

Account Overview
Billing History
Enroll Additional Accounts
Bill Inserts
User Settings
Customer Service
Logout

Account Overview

Account Number	Service Address	Due Date
0000001	4240 E. La Palma Ave.	Bill Available Next Cycle
		May 14, 2026

Click to add more accounts.

View

HISTORIA DE FACTURACIÓN

Billing History muestra sus facturas actuales y anteriores.

PASO 1: En el menú, seleccione **Billing History**. Luego, haga clic en el menú y seleccione la cuenta que desea consultar.

Billing History
Enroll Additional Accounts
Bill Inserts
User Settings
Customer Service
Logout

Billing History

Please select the account you would like to view from the drop-down list below.

City of Grand Rapids Account:

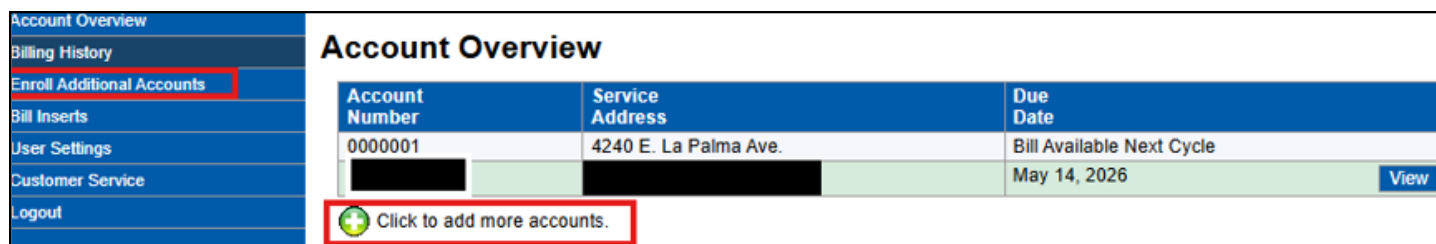
Account Number	Service Address	Type	Bill Date	Due Date	Bill Amount	View Bil
		Statement	Apr 23, 2026	May 14, 2026	\$155.18	View

Back

AGREGAR CUENTAS ADICIONALES

Puede agregar más de una cuenta a su perfil.

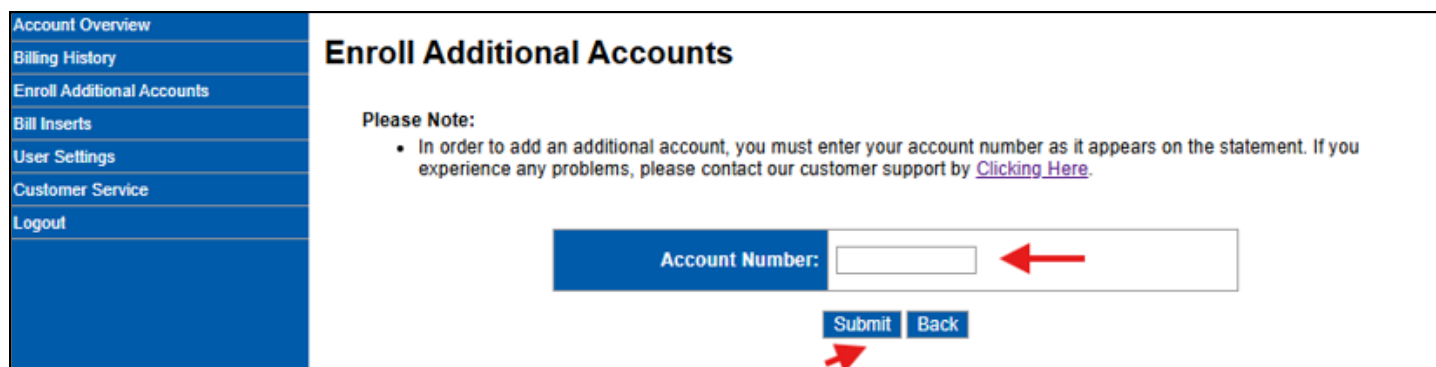
PASO 1: Haga clic en el ícono (+) o seleccione **Enroll Additional Accounts** en el panel izquierdo. Se recomienda que el titular principal de la cuenta cree y administre el acceso, ya que solo se permite un usuario por cuenta.



Account Number	Service Address	Due Date
0000001	4240 E. La Palma Ave.	Bill Available Next Cycle
		May 14, 2026 View

 Click to add more accounts.

PASO 2: Ingrese su número de cuenta, que comienza con las letras mayúsculas **WS**, y haga clic en **Submit**.



Enroll Additional Accounts

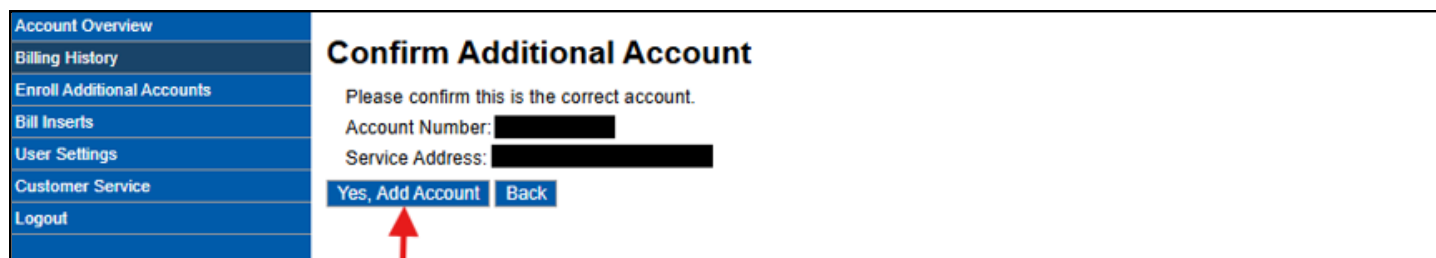
Please Note:

- In order to add an additional account, you must enter your account number as it appears on the statement. If you experience any problems, please contact our customer support by [Clicking Here](#).

Account Number:

[Submit](#) [Back](#)

PASO 3: Confirme que el número de cuenta y la dirección sean correctos y haga clic en **Yes, Add Account**. La nueva cuenta aparecerá en la página **Account Overview**.



Confirm Additional Account

Please confirm this is the correct account.

Account Number:

Service Address:

[Yes, Add Account](#) [Back](#)

INSERTOS

Esta página permite a los clientes consultar los insertos enviados por el Sistema de Agua. Un inserto es un aviso que se incluye junto con su factura. Se utiliza para comunicar información importante a los clientes.

Account Overview	Bill Inserts This page allows you to view, download or print important information from City of Grand Rapids. There are no bill notices at this time. Back
Billing History	
Enroll Additional Accounts	
Bill Inserts	
User Settings	
Customer Service	
Logout	

CONFIGURACIÓN DEL USUARIO

Aquí puede editar su nombre de usuario, su dirección de correo electrónico o su contraseña.

Account Overview	User Settings Several settings can be customized by using the buttons below. Please select which setting you would like to view and/or modify. <table><tr><td>Edit your username</td><td>Edit</td></tr><tr><td>Edit your email address</td><td>Edit</td></tr><tr><td>Edit your password</td><td>Edit</td></tr></table> Back	Edit your username	Edit	Edit your email address	Edit	Edit your password	Edit
Edit your username		Edit					
Edit your email address		Edit					
Edit your password		Edit					
Billing History							
Enroll Additional Accounts							
Bill Inserts							
User Settings							
Customer Service							
Logout							