



CITY OF
GRAND
RAPIDS

Water System



UTILITY BILLING HANDBOOK

GUIDE TO USING YOUR CUSTOMER ACCOUNT PORTAL

Questions? Email water@grcity.us or call 3-1-1.
onlinebiller.com/cityofgr

ENROLLMENT/ACCOUNT CREATION

First-time users must enroll to create an account. If you already have a username and password, you may skip this section.

STEP 1: Visit the Customer Portal at onlinebiller.com/cityofgr/. Click **Enroll** to create an account.

The screenshot shows the City of Grand Rapids Utility Billing website. The browser address bar displays onlinebiller.com/cityofgr/. The website header includes the City of Grand Rapids logo and the text "Water System". A left sidebar contains links for "Utility Billing Login", "Bill Inserts", and "Customer Service". The main content area is titled "Welcome to City of Grand Rapids Utility Billing" and features two sections: "City of Grand Rapids Utility Billing" and "Login". The "City of Grand Rapids Utility Billing" section lists benefits: "Access to view and print bills." and "View multiple City of Grand Rapids accounts with one username and password". Below this list is a blue "Enroll" button, which is highlighted with a red arrow. The "Login" section contains input fields for "Username:" and "Password:", along with "Login" and "Forgot Username/Password" buttons.

STEP 2: After you select Enroll, **enter your account number**, which begins with the uppercase letters "WS" followed by 7 numbers. **Check the box** to accept the Terms of Service, then **I agree**.

The screenshot shows the "Get Started With the City of Grand Rapids Utility Billing" page. It prompts the user to "Please enter your City of Grand Rapids account number as it appears on your bill to proceed with enrollment." Below this is a text input field labeled "Account Number:" containing the value "WS1234567", with a red arrow pointing to it. Underneath is the "Terms Of Service" section, which includes a checked checkbox and the text "I understand and agree to the Terms of Service. To view the Terms of Service [click here](#)." Below this text are three buttons: "I Agree" (highlighted with a red arrow), "Print Terms of Service", and "Back".

If you don't know your account number, you can find it on the top right corner of your paper bill.

The screenshot shows a utility bill from the City of Grand Rapids. The top left features the city logo and contact information: "Questions? Call 616-456-3000 Email water@grcity.us". The top right displays the "Total Amount Due by 06/30/26" as "\$349.51". The middle 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 "Account Number" row is highlighted with a red box. To the right of the table is a "Water Usage History" bar chart showing usage in units (1 unit = 100 cubic feet = 7.48 gallons) for the months of May through May. The usage values are: MAY 25 (53), JUN 25 (50), JUL 25 (44), AUG 25 (46), SEP 25 (46), OCT 25 (46), NOV 25 (46), DEC 25 (46), JAN 26 (46), FEB 26 (46), MAR 26 (46), APR 26 (46), and MAY 26 (36).

STEP 3: Next, you'll be asked to confirm your account information. Click **Yes-Continue** if the information is correct.

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

STEP 4: Enter your email address and select **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

STEP 5: Enter a **Username** and **Password**. Select **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

Next, you should see a message to verify your account.

Utility Billing Login	
Bill Inserts	
Customer Service	
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.	

STEP 6: Check your email. You should get an email from cityofgr@onlinebiller.com with a link to activate your account. Click it. If you did not receive an email, check your spam or add cityofgr@onlinebiller.com to your address book to help ensure emails are delivered.

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.
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STEP 7: You'll receive a message that your activation was successful.

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

You may now login.

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

Login

Username: johnsmith

Password: *****

Login **Forgot Username/Password**

STEP 8: After you login, click **Save My Preferences**.

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**

Success! Your account setup is now complete.

ACCOUNT OVERVIEW

Once you're logged in, you will see all accounts linked to your profile.

Account Overview

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

Click to add more accounts.

BILLING HISTORY

Billing History displays current and past bills.

STEP 1: Select **Billing History** from the menu. Next, click on the drop-down menu. Select the account you wish to view.

Billing History

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

City of Grand Rapids Account: [REDACTED]

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

Back

ENROLL ADDITIONAL ACCOUNTS

You may have more than one service address linked to your profile.

STEP 1: Click the **plus icon** or **Enroll Additional Accounts** from the menu. The primary account holder should create and manage the login, as only one user is allowed per account.

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

Click to add more accounts.

STEP 2: Enter the account number beginning with the uppercase letters “WS” and click **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**

STEP 3: Confirm that the account number and service address are correct and select **Yes, Add Account**. The new account will then appear on the Account Overview page.

Confirm Additional Account

Please confirm this is the correct account.

Account Number:

Service Address:

Yes, Add Account **Back**

BILL INSERTS

This page allows customers to view bill inserts sent by the Water System. A bill insert is a notice included with your bill. We use it to communicate important information.

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	

USER SETTINGS

Here, you can edit your username, email address or password.

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							