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## WELCOME TO THE CITY OF RHOME'S NEW UTILITY BILLING SYSTEM

If you think your water bill looks different this month – you are right! The City has been working to make it easier for our residents to pay their utility bills. If you would like to create an online account, please use the information on your bill to create a new Utility Billing online account to make payments by credit card or bank drafts, view and monitor your usage and past bills, and much more!



You can now set up automatic payments!

Please go to <https://payments.cityofrhome.com> to access your account. Use the **PIN NUMBER** from your bill to access your account for the first time. The **PIN NUMBER** and **ACCOUNT NUMBER** are located on your bill just above the billing address. Type in your **ACCOUNT NUMBER** and **PIN NUMBER** located on your bill on the login page at <https://payments.cityofrhome.com>:

Account number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Or email address	<input type="text"/>		
Password/PIN	<input type="password"/>		
	<input type="button" value="Continue"/>	<input type="button" value="Forgot Password"/>	



Make sure to register the first time you use the online payment feature. Registering allows you to change your password/PIN for additional security. Please include your e-mail address so you easily communicate with our Utility Billing Department. Entering your email address will also give you the ability to log in with your email address in lieu of your account number. You may also change security questions and answers.



Once you log in for the first time, please click on the how to... icon on the top left corner to view an online HELP document. This HELP document is also on our website, <http://www.cityofrhome.com/publicwks.html> for easy access.

If you have any questions, please contact the Utility Billing Department at 817-636-2462 Monday thru Friday from 8:00 am until 5:00 pm.

