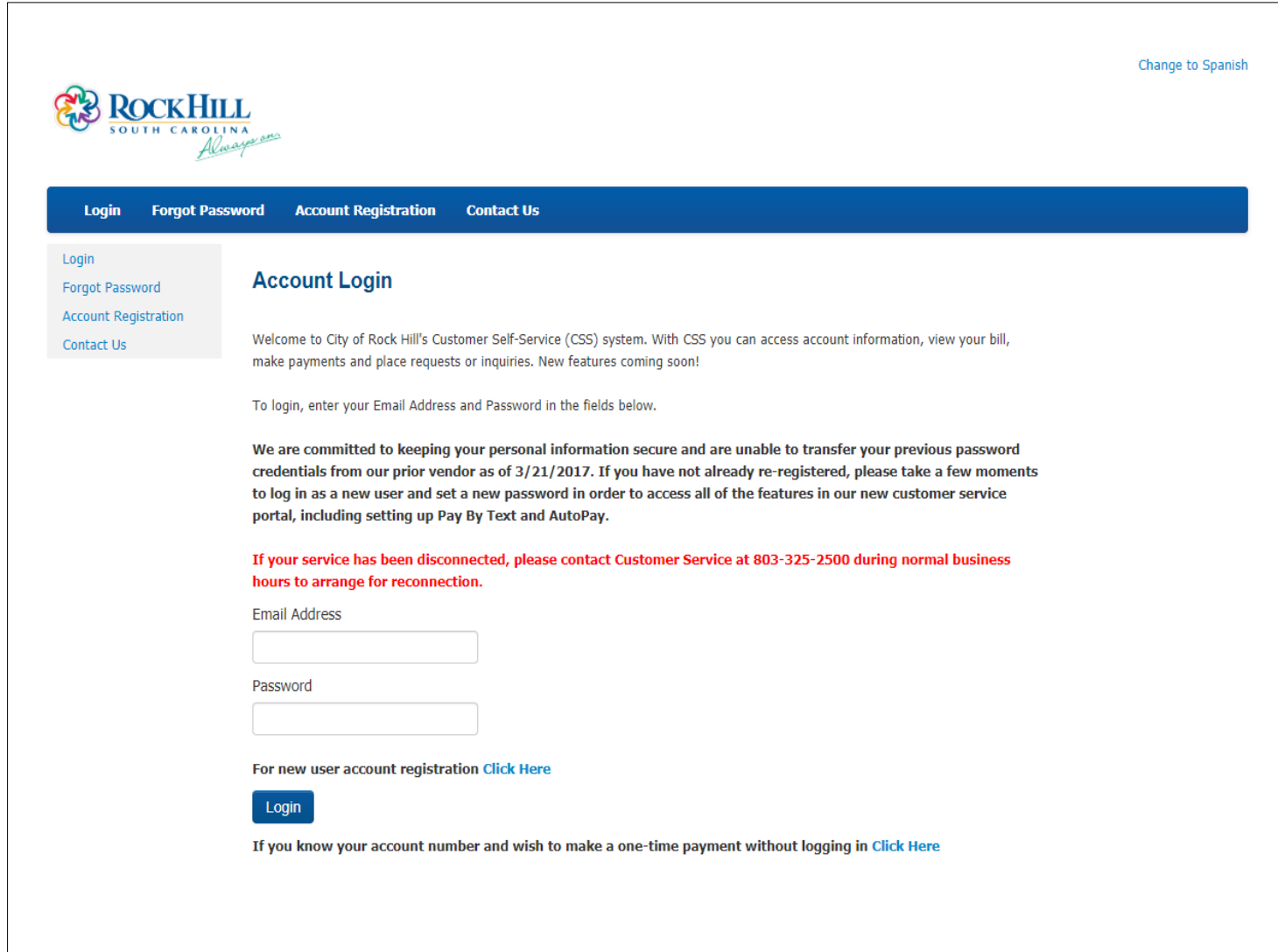



# How to Log on to CustomerConnect

Please log on to your account from the [login page](#) shown below with your email address and password. You need to have already registered in order to log on. If you haven't yet registered, please see the tutorial titled **How to Register Your Account**.



The screenshot shows the CustomerConnect login page for the City of Rock Hill, South Carolina. At the top right, there is a link to "Change to Spanish". The Rock Hill logo is on the left, featuring a colorful flower icon and the text "ROCK HILL SOUTH CAROLINA" with the slogan "Always on" in a script font. A dark blue navigation bar contains links for "Login", "Forgot Password", "Account Registration", and "Contact Us". Below this, a light blue sidebar menu lists the same options. The main content area is titled "Account Login" and includes a welcome message, instructions for logging in, and a warning about a password change on 3/21/2017. It also provides contact information for disconnected services and input fields for email and password. A "Login" button is at the bottom, along with a link for one-time payments.

[Change to Spanish](#)



[Login](#) [Forgot Password](#) [Account Registration](#) [Contact Us](#)

[Login](#) [Forgot Password](#) [Account Registration](#) [Contact Us](#)

## Account Login

Welcome to City of Rock Hill's Customer Self-Service (CSS) system. With CSS you can access account information, view your bill, make payments and place requests or inquiries. New features coming soon!

To login, enter your Email Address and Password in the fields below.

**We are committed to keeping your personal information secure and are unable to transfer your previous password credentials from our prior vendor as of 3/21/2017. If you have not already re-registered, please take a few moments to log in as a new user and set a new password in order to access all of the features in our new customer service portal, including setting up Pay By Text and AutoPay.**

**If your service has been disconnected, please contact Customer Service at 803-325-2500 during normal business hours to arrange for reconnection.**

Email Address

Password


For new user account registration [Click Here](#)

[Login](#)

If you know your account number and wish to make a one-time payment without logging in [Click Here](#)

Once logged on, click the **CustomerConnect** link outlined in red below.

[Change to Spanish](#)




Name  
Account Number  
Current Balance

**My Online Account** | [Payment Options](#) | [Utility Requests](#) | [Logout](#)

- Account Detail
- Account Transactions
- Change Password
- Phone/Email Update
- Mailing Address Update
- Paperless Billing
- View Request History

### Account Details



Account Name

---

#### Account Information

**Account Type:** Residential  
**Account Number:** [REDACTED]  
**Current Balance:** \$0.00 [View your current bill](#)  
**Bill Due Date:** 01/29/2020  
**Last Payment Date:** 01/14/2020  
**Last Payment:** \$180.62  
**Past Due Amount:** \$0.00

---

#### Contact Information:

**Primary Phone Number:** [REDACTED]  
**Email Address:** [REDACTED]  
**Mailing Address:** [REDACTED]

---

#### Account Alert:

This account is currently set-up for paperless billing.

---

#### Additional Consumption Information

We offer the ability to see more detailed utility consumption by going to our [CustomerConnect Site](#)

---

#### Location Service

**Location Address:** [REDACTED]  
**Service Type:** Electric [View Consumption](#)  
**Service Type:** Sewer Non-Metered  
**Service Type:** Sanitation  
**Service Type:** Storm Water  
**Service Type:** Water [View Consumption](#)

You're in CustomerConnect!  
Please be sure to visit the **Library** (outlined in red) for additional tutorials.



Meters 2

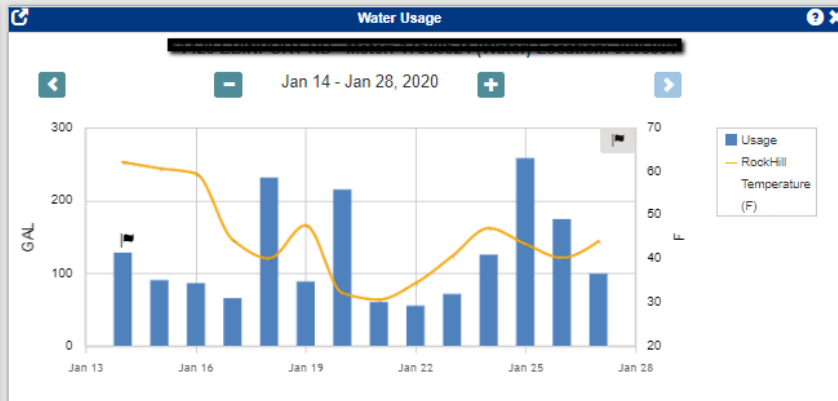
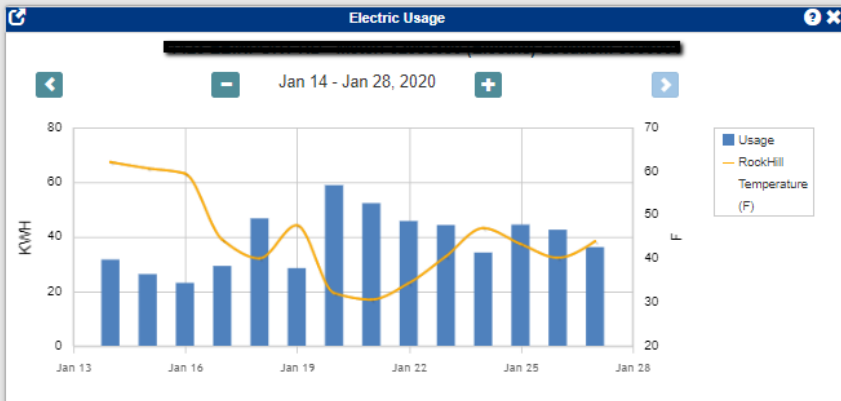
Logout

### My Dashboard

## Welcome to the City of Rock Hill's CustomerConnect Portal

Please note: Reads may be blocked for short periods of time due to technical or environmental issues. Once the reading process is reestablished, reads will continue to report at various intervals. "Missing" reads are flagged as seen on the graph. Billing remains accurate as subsequent reads reconcile the account.

- My Dashboard
- Library**
- Reports
- Settings



#### My Widget

City of Rock Hill  
CustomerConnect  
To set up notifications for how many kilowatt hours or gallons of water you've used, [click here](#).

#### My Progress: Electric

Current Month: Jan 2020	Current Usage	Project...	1063.6 KWH
Previous Month: Dec 2019	Usage to Date	Usage ...	1082.08 KWH

**Progress Percentage**

# 98%

Congratulations!  
You are on track to use 18 KWH less than last Month

#### My Progress: Water

Current Month: Jan 2020	Current Usage	Project...	3425.09 GAL
Previous Month: Dec 2019	Usage to Date	Usage ...	3467.35 GAL

**Progress Percentage**

# 99%

Congratulations!  
You are on track to use 42 GAL less than last Month