

## How To Register Your Account

**NOTE: If you already log in to view or pay your bill, you do not need to register again.**

Before we begin, you must have your account number and the last four digits of the social security number or driver's license number of the primary account holder. This is the person whose name is on the billing statement.

To register your account, open the web browser on your computer and go to the City's website at [www.cityofrockhill.com](http://www.cityofrockhill.com). The homepage will look very similar to this one. Once there, click on the **Pay My Bill** menu item which has been outlined in red across the top of the page or the icon outlined in red toward the bottom.

The screenshot shows the homepage of the City of Rock Hill website. The browser address bar at the top left shows [cityofrockhill.com](http://cityofrockhill.com). The top navigation bar includes the city logo, the text "Rock Hill SOUTH CAROLINA Always on", and the year "1969-2019". To the right of the logo is a navigation menu with items: "Pay My Bill" (highlighted with a red box), "Jobs", "Bids/RFPs", "Update Me", "Calendar", and "Contact Us". Below the navigation bar is a main menu with "HOME" (highlighted in green), "DEPARTMENTS", "GOVERNMENT", "SERVICES", "STAY INFORMED", and "HOW DO I?". A search bar with "Search..." and a "GO" button is also present. The main content area features three columns: "Residents", "Businesses", and "Visitors". Below this are three featured sections: "IN THE SPOTLIGHT:" with a "Volunteer Income Tax Assistance Program" (including a 1040 tax form icon), "REPORT A POTHOLE" with a "POT HOLE REPAIR" truck image, and "News" and "Events" sections. The "News" section lists "Help Us Earn A Bench By Participating In Our Bags To Benches Program" and "Rock Hill Update 12/20/2019". The "Events" section lists "City Council Meeting" (Jan /27), "Senior Health Fair" (Jan /30), and "Planning Commission" (Feb /04). At the bottom, there is a grid of service icons: "Pay My Bill" (highlighted with a red box), "Service Request", "Permits & Inspections", "Mayor & Council", "Government Transparency", and "Strategic Plan".

Next, click on the **Account Registration** link in the blue horizontal menu bar or use the blue “Click Here” hyperlink below.

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](#)

Enter your account number and the last four digits of the social security number or the driver's license number of the account holder in the spaces provided. Be sure to check the small box just below to confirm the information is accurate. Next, be sure to check "I'm not a robot" in the reCAPTCHA section. Then, click the **Continue** button.



[Change to Spanish](#)

Account Number: [REDACTED]  
Current Balance: \$0.00

- [My Online Account](#)
- [Payment Options](#)
- [Utility Requests](#)
- [Contact Us](#)
- [Logout](#)

## Online Access Registration

### Account Verification

Please provide the following information to verify your account:

Account Number

Last 4 digits of Drivers License or SSN


Please check this box to confirm the above information is correct.

 I'm not a robot  
reCAPTCHA  
[Privacy](#) - [Terms](#)

[Continue](#)

Next, you must create a password. Your password must be between 8-10 characters in length and include at least one upper case letter, one lower case letter, one number and one special character. An example of special characters include the !, @, #, %, ^, & or \* symbols. Once you've created your password, enter it into the box provided. Enter it again in the next box to confirm. You must also enter your email address twice. Then click **Complete Registration**.

[Change to Spanish](#)



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

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

### Online Access Registration (Set Password)

Your account has been verified! Please fill out the following information to complete your online access registration.

**Password must be between 8-10 characters in length and include at least one upper case letter, one lower case letter, one number, and one special character (!, @, #, \$, %, ^, &, \*)**

Password

Confirm Password

Please ensure the email address we have on file is correct. It can be used in place of your account number when logging into CSS.

Email Address

Confirm Email Address

[Complete Registration](#)

Your account is now registered and detailed information will appear. You can view and pay a bill, set up billing and payment options and view your electric or water consumption!

To open CustomerConnect, Click on the **CustomerConnect Site** highlighted in red under **Additional Consumption Information**.

Once you're in CustomerConnect, please visit the library for additional account tutorials.

The screenshot shows the 'Account Details' page for a residential utility account. At the top left is the Rock Hill South Carolina logo with the slogan 'Always on'. At the top right is a 'Change to Spanish' link and a user profile box containing 'Name', 'Account Number', and 'Current Balance'. A blue navigation bar includes 'My Online Account', 'Payment Options', 'Utility Requests', and 'Logout'. A left sidebar lists account management options: 'Account Detail', 'Account Transactions', 'Change Password', 'Phone/Email Update', 'Mailing Address Update', 'Paperless Billing', and 'View Request History'. The main content area is titled 'Account Details' and features a house icon next to a redacted 'Account Name' field. Below this are sections for 'Account Information', 'Contact Information', 'Account Alert', 'Additional Consumption Information', and 'Location Service'. The 'Account Information' section lists: Account Type: Residential; Account Number: [redacted]; Current Balance: \$0.00 (with a link to '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. The 'Contact Information' section lists: Primary Phone Number: [redacted]; Email Address: [redacted]; Mailing Address: [redacted]. The 'Account Alert' section states: 'This account is currently set-up for paperless billing.' The 'Additional Consumption Information' section includes a link to the 'CustomerConnect Site' which is highlighted with a red box. The 'Location Service' section lists: Location Address: [redacted]; Service Type: Electric (with a link to 'View Consumption'); Service Type: Sewer Non-Metered; Service Type: Sanitation; Service Type: Storm Water; Service Type: Water (with a link to 'View Consumption').

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



Meters 2

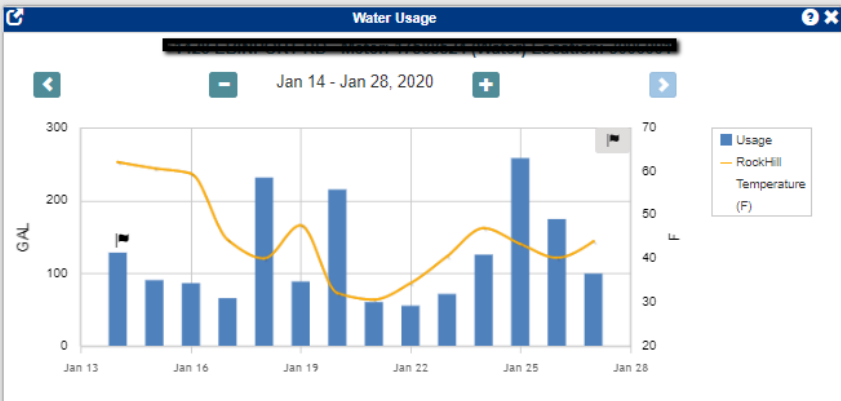
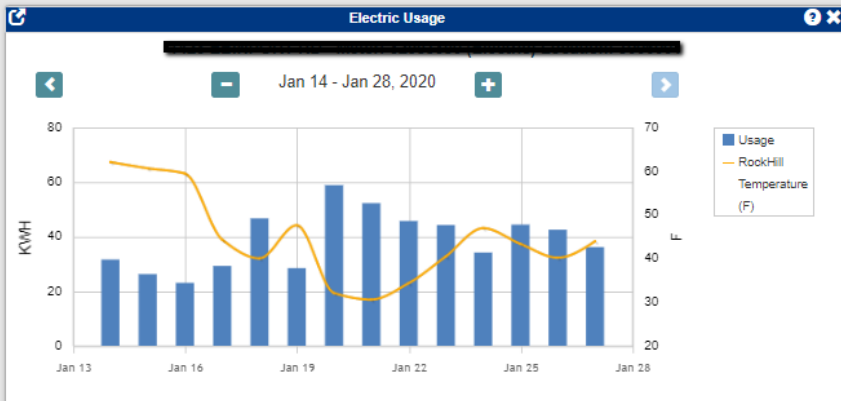
CISPortal:1723910 Logout

### 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