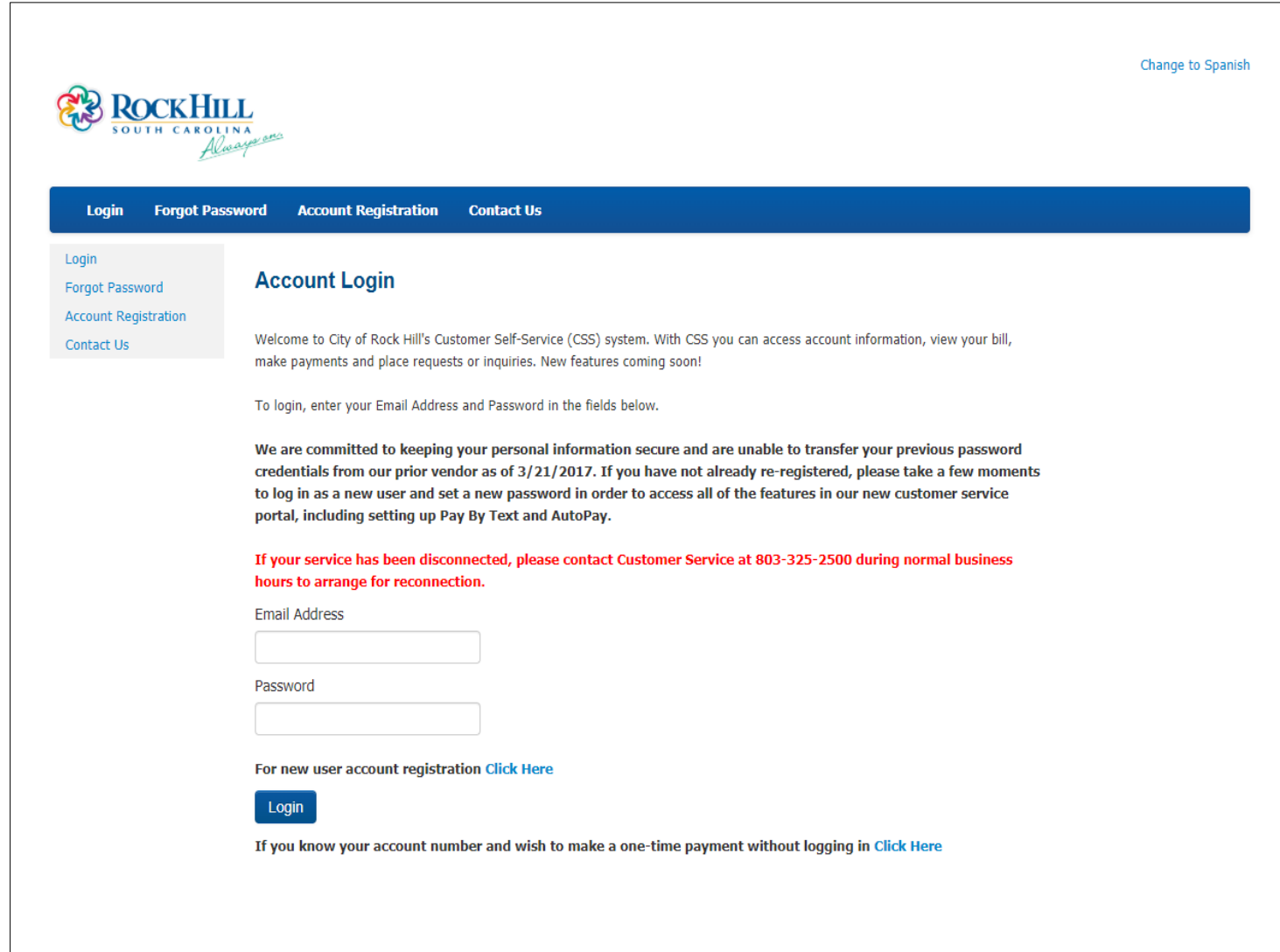



How to Log on to CustomerConnect

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 Rock Hill South Carolina CustomerConnect login page. At the top right, there is a link for "Change to Spanish". The Rock Hill logo is in the top left. A dark blue navigation bar contains "Login", "Forgot Password", "Account Registration", and "Contact Us". A light blue sidebar on the left lists "Login", "Forgot Password", "Account Registration", and "Contact Us". The main content area is titled "Account Login" and includes a welcome message, instructions to enter email and password, a security notice about password changes, and a red warning about disconnected service. It features input fields for "Email Address" and "Password", a "Login" button, and links for new users and 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](#)

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.

ROCK HILL
SOUTH CAROLINA
Always on


[Change to Spanish](#)

Account 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: Commercial
Account Number: [REDACTED]
Current Balance: \$0.00 [View your current bill](#)
Bill Due Date: 06/18/2020
Last Payment Date: 06/04/2020
Last Payment: \$11675.59
Past Due Amount: \$0.00

Contact Information:

Primary Phone Number: N/A
Email Address: [REDACTED]
Mailing Address: [REDACTED]

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: Storm Water
Service Type: Electric [View Consumption](#)
Service Type: Sanitation
Service Type: Water [View Consumption](#)
Service Type: Irrigation [View Consumption](#)
Service Type: Sewer Non-Metered
Service Type: Water Non-Metered
Service Type: Water [View Consumption](#)
Service Type: Recycling

Electric meters provide data every 15 minutes. Depending on how many meters you have, you may be asked if you want ALL data returned or hourly data only. Clicking **Load Hourly Data** may shorten the time it takes to load your data.



Data Load Options

You have a large number of meters that report data at time resolutions smaller than 1 hour. For this reason, it may take a long time to log in to the system. For a faster login time, you may choose to load your meter data with a one hour time resolution.

Load Hourly Data

Load All Data

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

ROCK HILL SOUTH CAROLINA
Always on

Meters 9 | Locations 2 | [Redacted] | Logout

My Dashboard

- My Dashboard
- Library**
- Reports
- Settings

Welcome to CustomerConnect

We are currently TESTING this application. If you have any questions, please contact us at customerconnect@cityofrockhill.com.

Please note: Meter 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 using estimates based on historical averages. This does not affect your billing.

Combined Usage Report - Electric - Past 30 Days

May 23 - Jun 22, 2020

Meter: 76081856 (Electric)
Location: 3137080 - KWH

Combined Usage Report - Water - Past 30 Days

May 23 - Jun 22, 2020

Meter: 17587206 (Water)
Location: 3010505 - GAL

Current - Past 30 Days

May 22 12:00 AM to Jun 23 12:00 AM

Left Axis Datasets
 AMPA 456
 AMPA 1059

Meter: 76081856 (Electric) Location: 3010505

Power Factor - Past 30 Days

May 22 12:00 AM to Jun 23 12:00 AM

Left Axis Datasets
 PowerFactor

Meter: 76081856 (Electric) Location: 3010505