How To Register Your Account
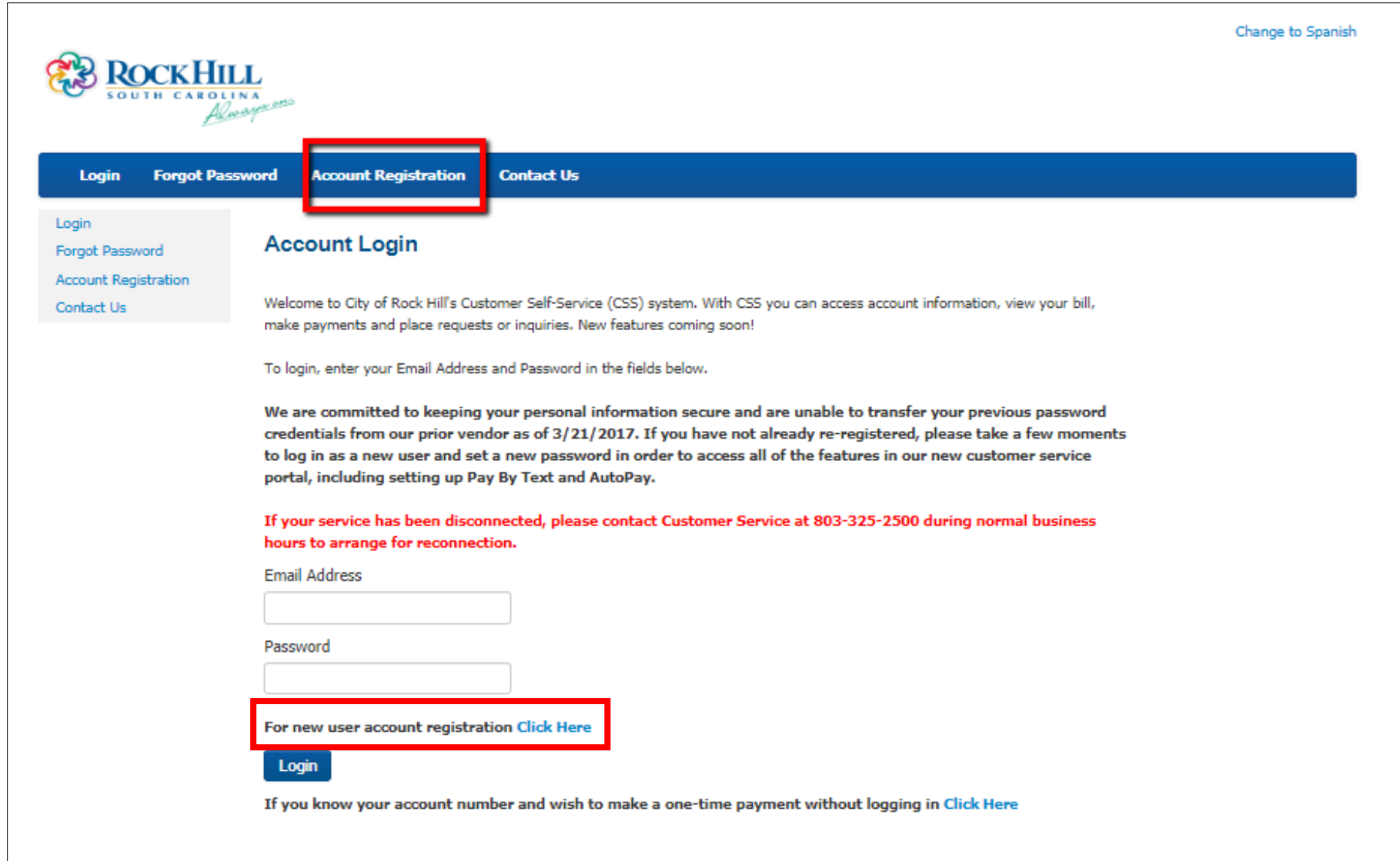
If you already log in to view or pay your bill, you do not need to register again.

To avoid deleting an existing account, please contact customerconnect@cityofrockhill.com BEFORE you register, especially if your bill goes to a different office OR if a third party pays your bills.

Before we begin, you must have your account number and the last four digits of the social security number, driver's license number or tax Id number. If you do not have this information, please contact customerconnect@cityofrockhill.com. You must also contact customerconnect@cityofrockhill.com prior to registering your account if a third party billing company pays your account or if your bill is sent to a separate office to avoid deleting an existing account.

To register your account, open the web browser on your computer and go to the City's website at 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.

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

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.

ROCK HILL
SOUTH CAROLINA
Always on.

Account Number:
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

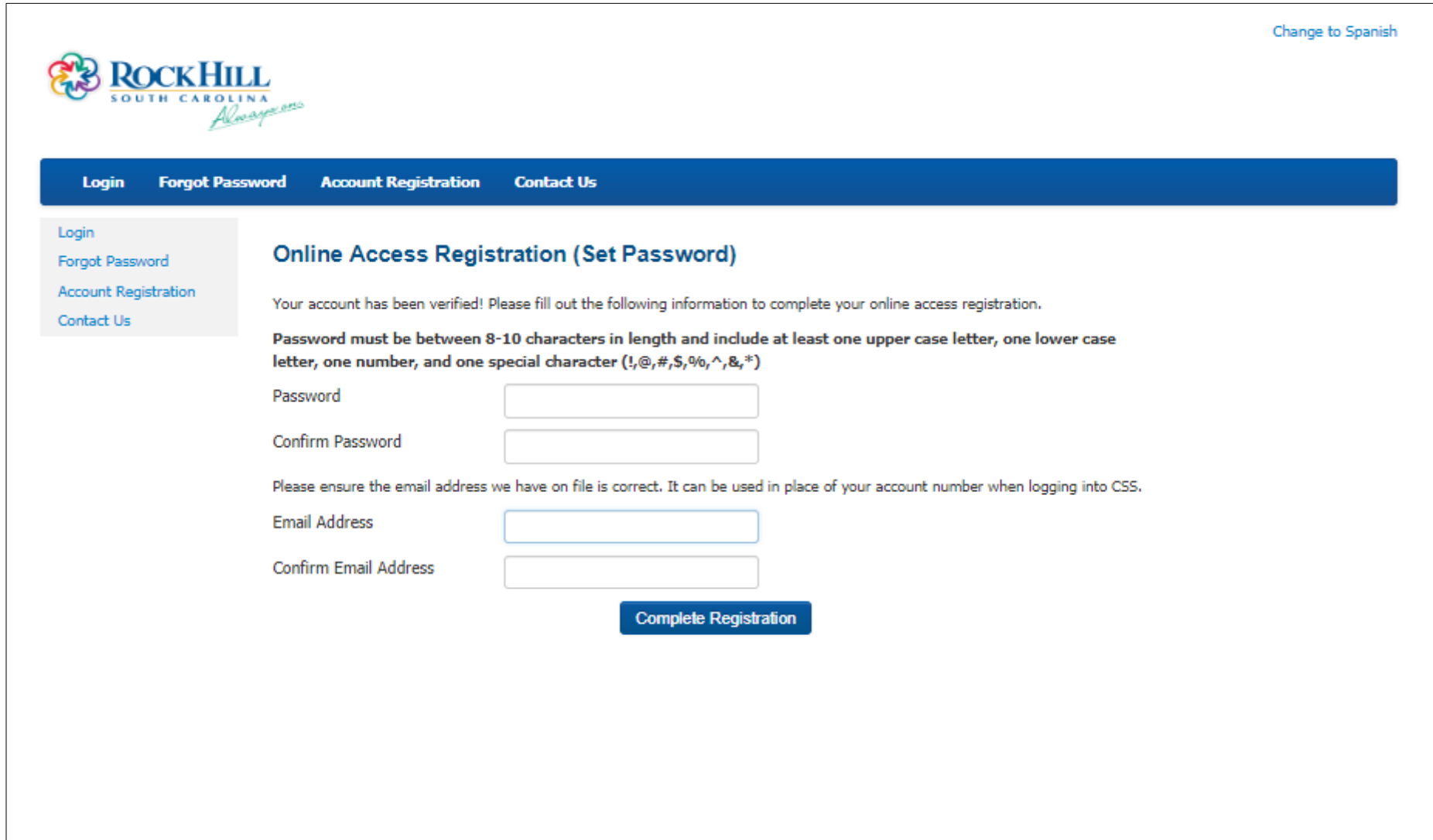Last 4 digits of Drivers License or SSN

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**.

Note: At the end of this tutorial, see how to bookmark this page.

ROCK HILL
SOUTH CAROLINA
Always on

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.

RockHill
SOUTH CAROLINA
Always on.

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: ▓▓▓▓▓▓
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: ▓▓▓▓▓▓▓▓
Email Address: ▓▓▓▓▓▓▓▓▓▓▓
Mailing Address: ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓

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: ▓▓▓▓▓▓▓▓▓▓▓▓▓▓

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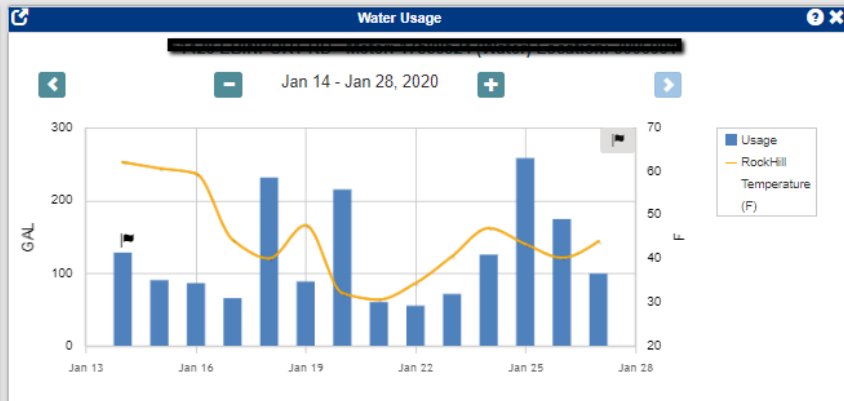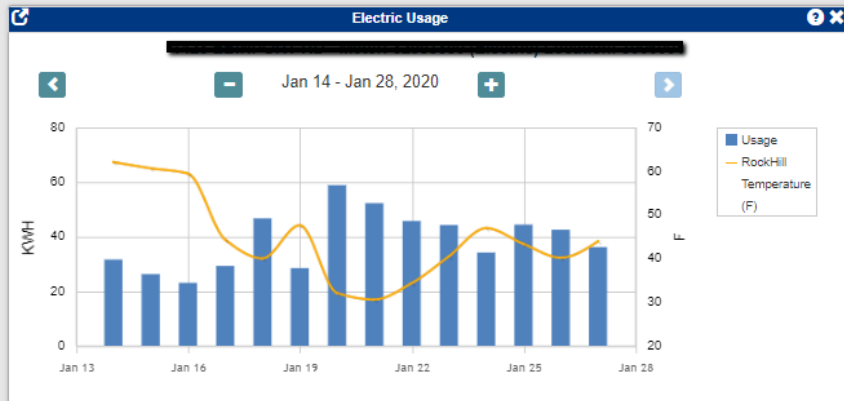Please be sure to visit the **Library** (outlined in red) for additional tutorials.