

SIGN UP or reregister for a new online account.

Castle Rock Water is excited to have a new billing and online account system. All of your account information and historical transactions have been transferred to the new billing system. However, if you would like to access your online account, you will need to sign up — even if you previously had an online account.

Note, that if you just need to pay a bill and don't want to set up an account, you can click on Quick Pay. No sign up is necessary and your financial information is not saved. You can also call the automated phone service at 844-519-1806 to make a one-time payment.

Step 1:

To sign up for your new account, or reregister, click the Sign Up Now button on the right side of the page.

Do not use My Account Login until you have created a new account.

If you have already signed up for the new system, you can enter your new username and password in the My Account Login area and click the Login button.

The screenshot shows the 'My Account Login' section on the left and the 'Sign Up' section on the right. The 'Sign Up' section includes a list of benefits such as viewing water consumption data, paying bills online, and reviewing transaction history. A red circle highlights the 'Sign Up Now' button. Below the 'Sign Up' section, there is a video player with a play button and a 'Check it out' link.

Step 2:

Login Details is where you put in your username and password. This information, along with a security question and answer is up to you.

Step 3:

Personal details are required and become part of your account. All of these fields are mandatory.

A few tips: when entering your account number omit the preceding zeros. Enter your name exactly as it appears on your bill with any spaces, slashes, spaces between slashes or misspellings. You should have received an email with this information. And bills are sent the first week in February.

The screenshot shows the 'Web Access Registration' form. It is divided into 'Login Details' and 'Personal Details' sections. 'Login Details' includes fields for Username, Password, Confirm Password, Security Question, and Security Answer. 'Personal Details' includes fields for First Name, Last Name, Email Address, Confirm Email, Phone Number, Mobile Phone Number, and Account Number. A red box highlights the 'Account Number' field with the instruction 'Omit preceding zeros'. Another red box highlights the 'Full Name' field with the instruction 'Enter your name exactly as it appears on the bill'. A 'Sign Up Now' button is visible at the bottom of the form.

Step 4:

Agree to the terms and conditions and click Sign Up Now at the bottom of the page. You will receive a verification email that has a link to log back in — use the username and password you just created.

Using the system

When you log back into the system, you will be at the main dashboard. You'll see your usage, amount due and transaction history.

Bills and Payments

Click on the Bills and Payments menu tab to view past transactions. This is also where you may sign up for autopay, paperless billing and other options. You can set the payment to be paid at any time of the month using a recurring payment and even pay by text.

Forms

Currently only one form is active. Use this if you need to update your account to remove or change names or correct spellings.

The screenshot shows the user interface of a water utility website. A callout box at the top left points to the 'Forms' menu item in the navigation sidebar, with the text: "Sign up for autopay and paperless under the Bills & Payment menu". Another callout box points to the 'Forms' menu item, with the text: "Use Forms – to edit account names". A third callout box points to the 'Amount due' section, which displays a current balance of \$0.00. The dashboard also features a 'My Recent Usage' section with a bar chart comparing current and previous periods, and a 'My Recent Account Activity' table.

Date	Description	Amount	Balance
Jan 30, 2023	PAYMENT - WEIS	\$ -88.23	\$0.00
Jan 01, 2023	REGULAR BILLING	\$88.23	\$88.23
Dec 24, 2022	PAYMENT - WEIS	\$ -86.74	\$0.00
Dec 01, 2022	REGULAR BILLING	\$86.74	\$86.74
Nov 24, 2022	PAYMENT - WEIS	\$ -108.27	\$0.00