

Welcome to the **new** **WATER AND SANITATION** **ONLINE BILLING PORTAL**



**San Bernardino County Public Works, Special Districts
Division of Water and Sanitation has upgraded its billing
system to now include a new online portal.**

NEW FEATURES OF ONLINE PORTAL

- Access To Your Account Information 24/7
- Instantly Update Account Information
- Go Green With E-Billing
- Monitor Multiple Billing Accounts From A Single Sign-on
- Pay Bill With No Service Charge
- **Set-up Auto Pay!**

If you are new to the Online Billing Portal, you will need to register. Once you have registered, you can then link your utility account to your login. For instructions on how to get started please see next page.

To use this portal you must be a customer of one of the districts serviced by San Bernardino County. If you are unsure if you are in one of our service areas, please email your service address to our customer service center, at customerservice@sdd.sbcounty.gov, and we will assist you.



WAS **ONLINE**
BILLING
Quick • Convenient • Secure



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Getting Started with MyWASBill.org Online Portal

STEP 1:

Special Districts Self Service

Welcome to the new San Bernardino County Water and Sanitation Online Billing Portal. To use this portal you must be a customer of one of the districts serviced by San Bernardino County Public Works, Special Districts Division. If you are unsure if you are in one of our service areas, please email your service address to our customer service center at customer.service@sbcounty.gov, and we will let you know.

Already Registered?
If you are already setup with this site, use the button below to login.

New to the Site?
If you are new to the site you will need to register. Once you have registered, you can then link your utility account to your login.

CLICK ON THIS LINK TO REGISTER

From the Home Page click on the “Register” link. This will take you to the registration screen to sign up for a user ID.

STEP 2:

Registration

*User ID (between 1 and 100 characters)
Water Customer

*Re-type user ID
Water Customer

*Password (between 8 and 18 characters and contains at least 1 numeric character, one uppercase character and one lowercase character)
Acceptable

Password strength
Acceptable

*Re-type password
hint

*Password hint
hint

*Email address
wascustomer@mail.com

USER ID CAN BE ANYTHING LIKE A NAME OR EMAIL ADDRESS AS LONG AS IT HAS NOT BEEN USED BY SOMEBODY ELSE.

Once successfully registered you will be taken to the Account Settings page. From here you will be able to link your utility billing account by clicking on the “link to account” link.

STEP 3:

Account Settings

Account Information

Now logged in as
WATER CUSTOMER ID

Last successful login
2/28/2022

Last failed login
2/28/2022

Password last changed
2/28/2022

Password expires in
364 days | [Change Password](#)

E-Mail address
wascustomer@mail.com | [Change E-Mail Address](#)

Linked Accounts

Existing accounts can be “linked” to your self-service user id. These links give you quick access to an account’s details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as “link to account” or “remove” will appear below. Click a module’s “link to account” to reach the page where new account links can be created, and where additional instructions are provided.

Utility Billing Accounts

Account
Customer
555555

CLICK THIS LINK TO LINK UTILITY ACCOUNT TO USER ID

Now that you have successfully registered your user ID, the next step is to link your utility account to your user ID. To do this, click on the “link to account” link.

STEP 4:

Utility Billing Account Link Setup

To link your account you will need your account number, custom number and the phone number on file with us. The account and customer number are located on your latest bill. If you need help contact us at 760-955-9885 during normal business hours.

What is the Account Number? *
654321

What is the Customer Number? *
555555

What is the customer phone number (please use the format 999-999-9999) *
760-955-9885

CLICK THIS LINK TO LINK UTILITY ACCOUNT TO USER ID

On the Account Link Setup page you will link your account by entering the account number, customer number and phone number on file for that account.

STEP 5:

Account Settings

Account Information

Now logged in as
WATER CUSTOMER ID

Last successful login
2/28/2022

Last failed login
2/28/2022

Password last changed
2/28/2022

Password expires in
364 days | [Change Password](#)

E-Mail address
wascustomer@mail.com | [Change E-Mail Address](#)

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Utility Billing Accounts

Account
Customer
555555

CLICK THIS LINK TO LINK UTILITY ACCOUNT TO USER ID

Once you have successfully linked your account, you will return to the Account Settings page. Here you can link an additional account by clicking on “link account” link, or work with a linked account by clicking on the account number link.