Customer Portal Instructions

Please visit:
https://cityofbrenham.online/billpay

Here you can register and create an online account; pay your bill, set up reoccurring credit card payments, see consumption history, transaction history and view previous bills.

Located at the bottom of the page is a blue linked named Customer Portal

By selecting this link, it will redirect you to create an account in the NEW CUSTOMER PORTAL

Instructions are as follows:
https://cityofbrenham.online/myusage

1. Select at the bottom of the screen.

Need to set up an account?
2. Read the following Terms & Conditions and click “I Accept” at the bottom.

3. Enter your email address that you want associated with the Customer Portal. Then click “Get Started”.

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**Terms & Conditions**

1. To successfully register your account, you must enter your full account number, including the dashes (example: 12345678-90). You must also enter your service street address number exactly as it appears on the City of Brenham utility bill (example 123 Main St). Residential water meters display a reading in the 1/10ths of a gallon. The customer portal reflects meter readings to the single gallon. Readings used for billing are obtained in the 100's place and not to the single gallon. Electric meters are read by output hubs. For ease, we scan on the 1000s and bill using MOIs or trimline data (kWh).

2. Alerts of high usage through the customer portal are intended for convenience as a courtesy to customers. The City is not responsible for the failure of an alert to be sent or received. High usage alerts are not necessary indicative of a leak. Usage may be intended or unintended.

3. Any action or expenses incurred by the customer based on action that the customer takes due to the information provided through the customer portal, including planning contractor expenses, is the sole responsibility of the customer. The customer is responsible for all water registered on their water meter, whether or not the usage was intended or unintended.

4. This service is provided by utilizing wireless technologies, licensed by the United States Federal Communications Commission and certified safe for any questions regarding the safety of wireless communication systems in the United States.

5. Wireless systems can be guaranteed to transmit data with 100% reliability at all times. The integrity of the data transmitted and received can be guaranteed, however, from time to time, certain meters may not communicate with the centralized data collection system. When this occurs, your hourly data may be unavailable, or you may show gaps in hourly coverage. These gaps, although rare, will NOT affect the accuracy of your bill for billing purposes.

6. Many conditions may affect the availability of data transmission, including topographical features, physical barriers (like certain vehicles parked in certain locations at certain times), or atmospheric conditions. If you consistently have trouble reading your device, please call Public Utilities at 979-367-7232, as we are able to troubleshoot gaps in hourly data. Again, these gaps DO NOT affect the accuracy of your bill. In some cases, if data becomes lost in the data collection system, it is possible that certain consecutive hourly data will be combined into one hour, and may be represented as a larger demand in one hour, when actually the demand was over more than one hour. Please contact the utility if you have any questions about any of the data, we will be happy to assist and troubleshoot as needed.

7. Readings taken from water meters are used for billing, and are obtained at a time as close to 12:00 a.m. as possible or your ending reading date, which is once a month.

8. Data provided through the customer portal is not representative of real-time data. The most recent data may be from the previous day.

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**Customer Portal**

**Set up your account**

Need Help? Call us at 979-367-7232 or email us at webpay@cityofbrenham.org

**Email Address**

[Input Field]

[Get Started]

Return to Sign In
4. Check your email and follow the link provided in the email.

5. If completed correctly, you will be redirected to the login page. Enter the login information that you provided.

6. Enter information in all the required fields.

*** Note: your account number should include dashes. **xx-xxxx-xx**

*** Service Address Street Number is the numerical number from your address. Ex: 305 Johnson Smith St; you will only enter the 305
7. Click Submit

8. When you enter your cell number, it will send a text code to your device to activate your number.