

# 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

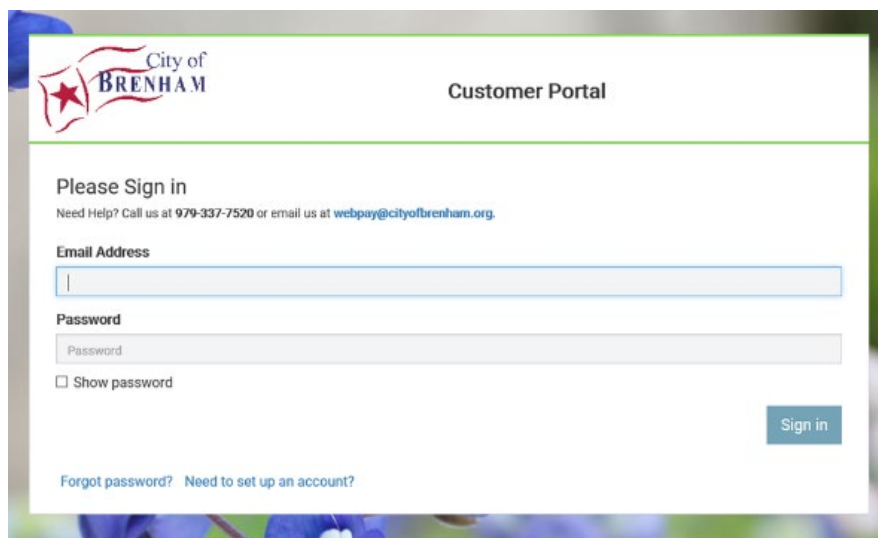
## **NEW CUSTOMER PORTAL**

Instructions are as follows:

<https://cityofbrenham.online/myusage>

1. Select at the bottom of the screen.

Need to set up an account?



The screenshot shows the 'Customer Portal' sign-in page for the City of Brenham. The page features the City of Brenham logo in the top left corner and the title 'Customer Portal' in the top right. Below the header, there is a 'Please Sign in' section with a help link: 'Need Help? Call us at 979-337-7520 or email us at [webpay@cityofbrenham.org](mailto:webpay@cityofbrenham.org)'. The sign-in form includes an 'Email Address' field, a 'Password' field with a 'Show password' checkbox, and a 'Sign in' button. At the bottom of the form, there are links for 'Forgot password?' and 'Need to set up an account?'.

2. Read the following Terms & Conditions and click “I Accept” at the bottom.

The screenshot shows the 'City of BRENHAM' logo in the top left and 'Customer Portal' in the top right. Below the header is a list of nine terms and conditions. At the bottom right, there are two buttons: 'I Accept' and 'I Decline'. At the bottom left, there is a link 'Return to Sign In'.

**City of BRENHAM** Customer Portal

1. To successfully register your account you must enter your full account number, including the dashes (example: 00-0000-00). You must also enter your service street address number exactly as it appears on the City of Brenham utility bill (example: 100 main + 100).
2. Residential water meters display a reading to the 1/100th of a gallon. The customer portal reflects meter readings to the single gallon. Readings used for billing are obtained to the 100's position and not to the single gallon. Electric meters are read by kilowatt hours. For Gas meters, we start on the 10,000's and bill using MCF's. (Million Cubic Feet)
3. 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 and/or received. High usage alerts are not necessarily an indication of a leak. Usage may be intended or unintended.
4. 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 plumbing 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.
5. This service is provided by utilizing wireless technologies, licensed by the United States Federal Communications Commission and certified safe for all users. Contact the FCC at [www.fcc.gov](http://www.fcc.gov) or 888-225-5322 for any questions regarding the safety of wireless communication systems in the United States.
6. No wireless system can be guaranteed to transmit data with 100% reliability at all times. The integrity of the data transmitted and received can be guaranteed accurate, however from time to time, certain meters may lose communication with the centralized data collection system. When this occurs, your hourly data may be unavailable, or may show gaps in hourly coverage. These gaps, although rare, WILL NOT affect the accurate monthly reading of your meter for billing purposes.
7. Many conditions may affect the consistency of data transmission, including topographic 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 979-337-7520, as we may be able to troubleshoot gaps in hourly read values. Again, these rare gaps DO NOT affect the accuracy of your bill. In some rare cases, if data becomes backed up in the data collection system, it is possible that certain consecutive hourly read data will be combined into one hour, and maybe represented as a large 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.
8. Readings taken from water meters used for billing are obtained at a time as close to 12:00 a.m. as possible on your ending reading date, which is once a month.
9. Data provided through the customer portal is not representative of real-time data; the most recent data may be from the previous day.

[Return to Sign In](#) [I Accept](#) [I Decline](#)

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

The screenshot shows the 'City of BRENHAM' logo in the top left and 'Customer Portal' in the top right. The main heading is 'Set up your account'. Below this is a line of text: 'Need Help? Call us at 979-337-7520 or email us at [webpay@cityofbrenham.org](mailto:webpay@cityofbrenham.org)'. There is a label 'Email Address' above a text input field. At the bottom right, there is a 'Get Started' button. At the bottom left, there is a link 'Return to Sign In'.

**City of BRENHAM** Customer Portal

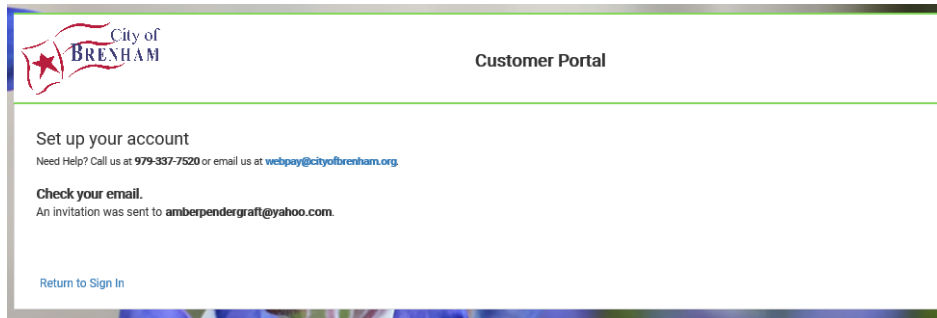
### Set up your account

Need Help? Call us at 979-337-7520 or email us at [webpay@cityofbrenham.org](mailto:webpay@cityofbrenham.org).

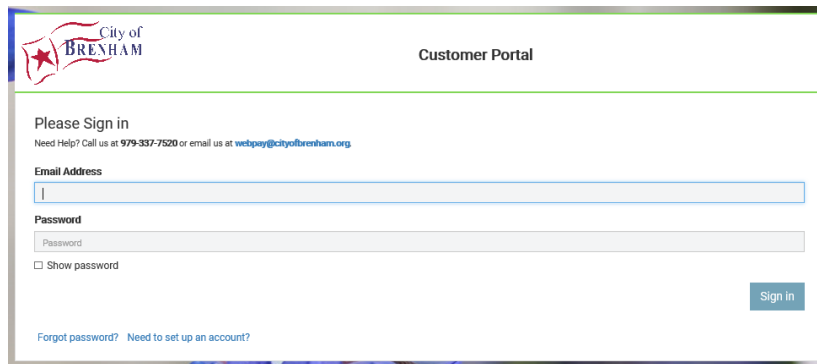
Email Address

[Return to Sign In](#) [Get Started](#)

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.

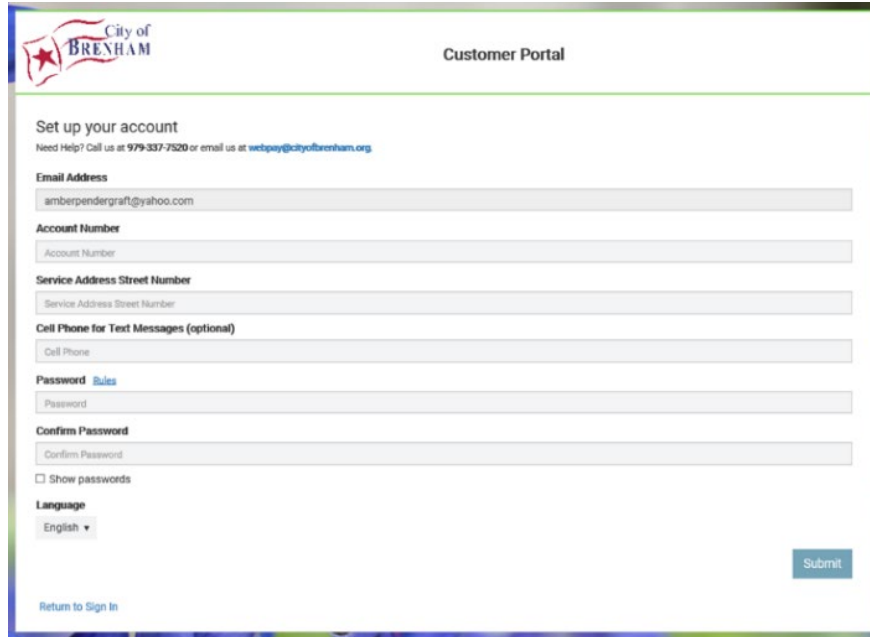


6. Enter information in all the required fields.

\*\*\* 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



The screenshot shows the 'Set up your account' page on the City of Breham Customer Portal. The page includes the City of Breham logo and the text 'Customer Portal'. Below the header, there is a section titled 'Set up your account' with a help link: 'Need Help? Call us at 979-337-7520 or email us at [webpay@cityofbreham.org](mailto:webpay@cityofbreham.org)'. The form contains several input fields: 'Email Address' (with the value 'amberpendergraft@yahoo.com'), 'Account Number', 'Service Address Street Number', 'Cell Phone for Text Messages (optional)', 'Password' (with a 'Rules' link), and 'Confirm Password'. There is also a 'Show passwords' checkbox and a 'Language' dropdown menu set to 'English'. A blue 'Submit' button is located at the bottom right of the form area. A 'Return to Sign In' link is at the bottom left.

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