

# SEW Customer Portal Registration

1

Visit: <https://pleasantonwater.cxlive.ai/portal/>

**LOGIN**

Username

Password

Remember Me

**SIGN IN**

[Forgot Username](#) or [Forgot Password](#) or [Problems Signing In?](#)

Don't have an account? [Register Here](#)

**New To Pleasanton's Online Customer Service Portal?**

Pleasanton's Online Customer Service Portal helps you seamlessly manage your Utility billing account. Now you can pay and analyze your bills online, manage your energy and water use, sign up for paperless billing, and much more. Login to enjoy the feature-packed platform!

- Pay Bill - Pay your utility bill in one click
- Service Turn On/ Off - Turn on/off your service
- Outages-View and report outages in your area
- Conservation- Learn tips to save your next bill
- Payment Locations - View payment locations
- Contact Us - Get in touch with us
- Report Water Waste- Report water leak, water waste and water theft

English

2

Select register here

**USER REGISTRATION**

Step 1: Account Validation

Email Address

Account Number

Customer Number

**Next**

Cancel

FAQs

- How do I recover my Password?
- How do I recover my username?
- How do I register and activate my account?
- What if I do not receive an activation email?
- Why am I unable to log on to the City of Pleasanton customer portal?

Bill Sample

Bill Number	Account Number	Customer Number	Service Start	Service End	Current Month	Usage	Usage Fee	Usage Tax	Usage Charge	Usage Total
1000000000	1000000000	1000000000	10/01/2014	10/01/2014	10/01/2014	1000	10.00	1.00	11.00	11.00

3

Fill out the user registration information and select next

925-931-5500

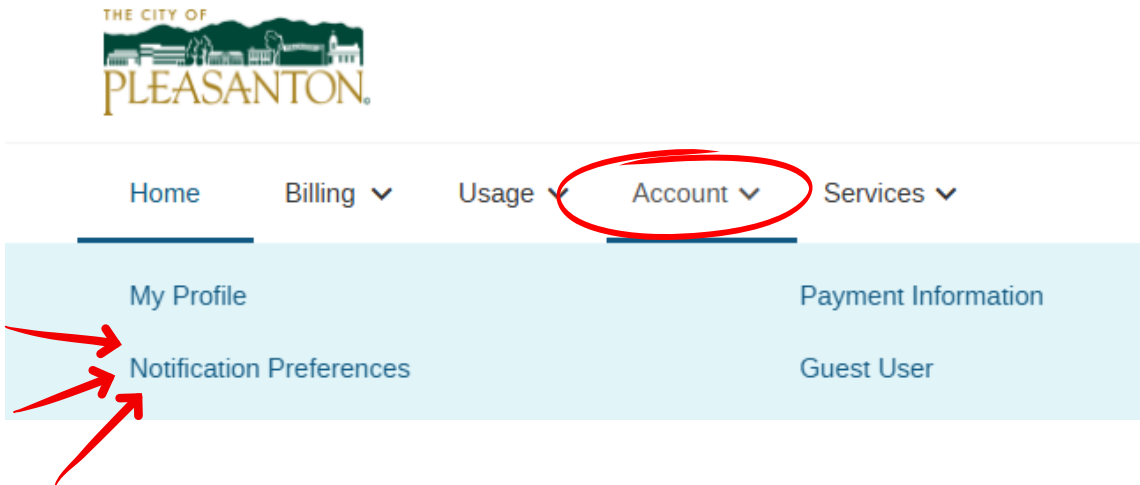
[www.cityofpleasantonca.gov](http://www.cityofpleasantonca.gov)



# Setting Up Automatic Leak Notifications

1

Once logged in, click on Account at the top and then select notification preferences.



2

Scroll down to Leak Alert, make sure the check box is marked, enter your email, and click save.

