Customer Portal

Access the Customer Portal at https://pleasantonwater.cxlive.ai/portal/

Register your account online with these 3 easy steps:

1. Click on "My Account"

2. Click "Register"

Login

Username

Forgot Username

Password

Forgot Password

Problems in Sign In

Remember Me

Don't have an account? Register Now

Sign In

Register

My Account
Login to view your account

Outages
View and report outages in your area

Pay Bill
Pay your utility bill in one click

Conservation
Learn tips to save on your next bill

Contact Us
Get in touch with us

Report Water Waste
Report Water Leak, Water Waste and Water Theft

Payment Locations
View Payment Locations

FAQs
View Frequently Asked Questions

3. Complete the User Registration Form

User Registration

Account Number	Mandatory *	Email	Mandatory *
Zip Code	Mandatory *	Customer Number	Mandatory *

Cancel

Next

FAQs

Where do I find my Account Number?

Where do I find my Customer Number?

Where do I find my Zip Code?

Which Email Address should I use?

CITY OF PLEASANTON
P.O. BOX 520
PLEASANTON, CA 94566

UTILITY BILL

LINFORTH DRAKE

Customer Name	Service Address
JOHN DOE	3468 - OMEGA CIR PLEASANTON, CA 94588 5102

Bill Number	Account Number - Customer Number	Statement Date	Current Billing Due Date
37633	45653-786787	09/02/2016	10/01/2016

Meter Number	Previous Read Date	Current Read Date	Previous Meter Read	Current Meter Read	Usage (Units)	1 Unit = 1 CCF = 748 Gallons
87627832	06/20/2016	08/15/2016	68	119	51	

PLEASANTON WATER FIXED CHARGE 18.07
PLEASANTON WATER VAR CHARGE SINGLE FAMIL 10.74
CAPACITY EXPANSION SURCHARGE 0.00
ZONE 7 COST 160.65
RECYCLED WATER 3.10
PLEASANTON SEWER FIXED RESIDENTIAL 25.19
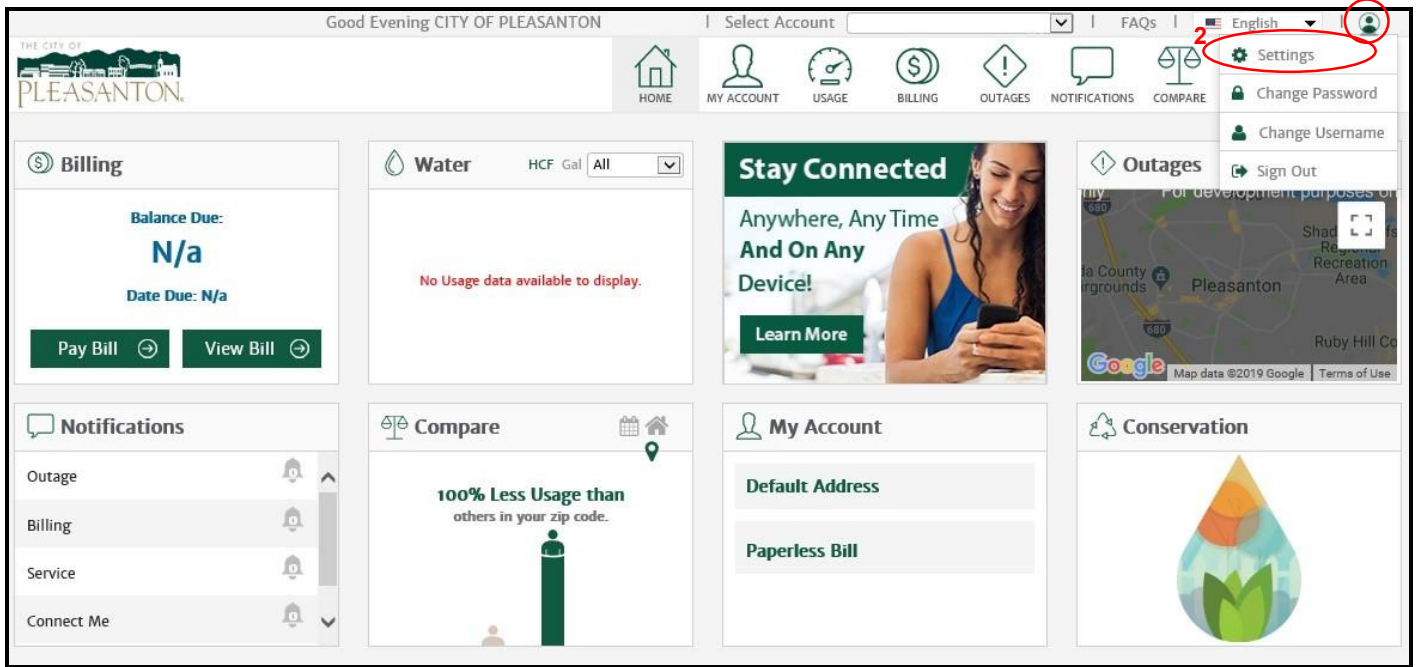DSRSD SEWER FIXED RESIDENTIAL 52.09

Once you have completed the form, you will receive an activation email to the email provided. The activation email will be available for 24 hours only. You are now logged in and able to take advantage of all of the benefits our new utility billing system has to offer!
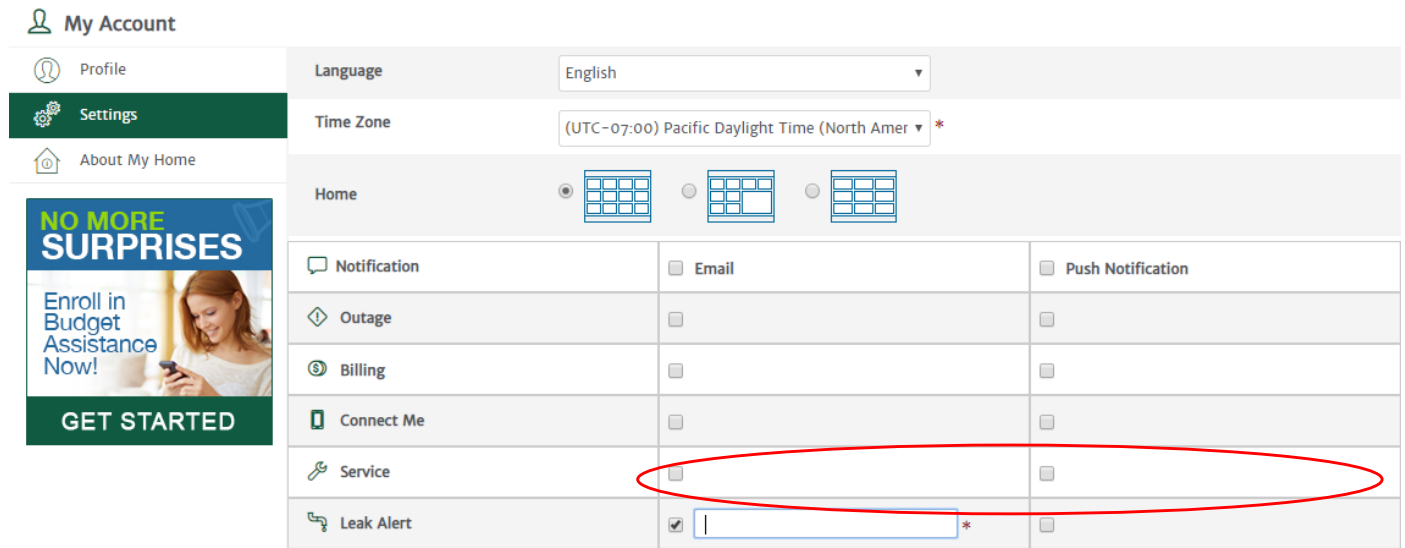
Mobile App

You can also download the Pleasanton Water app on the iTunes App Store and Google Play App Store. To get started, follow the same registration process.

Once you have registered for the new customer portal, take advantage of all the benefits our new utility billing system has to offer! For even faster notification of suspected leaks on your property, click "Settings" under your account icon. 👤

Then select and enter in your notification preferences next to "Leak Alert". (Select "Push" for text and/or "Email" for email notifications)

Questions?

Contact the Operations Services Department at (925)931-5500