E-Billing Program Frequently Asked Questions

What is an E-Bill?

Your City of Thornton's electronic bill, or "E-Bill", is a digital version of your paper bill. Instead of receiving a paper bill in the mail, you will receive an e-mailed notification that your bill is ready and stored for you on our secure server.

Is there a fee for Thornton's E-Bill?

No extra fee is charged for an E-Bill.

What are the benefits of receiving an E-Bill?

You GO GREEN! By going green, you cut down on the number of items you receive in your mail box while saving on paper from the bill and envelopes. If you pay electronically, you continue to cut down on paper while saving money in postage.

What will you need to sign up for an E-Bill?

You will need your City of Thornton utility account number which can be found on your paper bill... **Sign up for E-Bill Program**.

How do I know my E-Bill is ready?

You will receive an email from UtilBilling@cityofthornton.net alerting you your E-Bill is ready to be viewed. Please add **UtilBilling@cityofthornton.net** to your address book to ensure that your spam filter allows the email to receive future water bills to your inbox.

How can I pay my E-Bill?

STAY GREEN and pay online or sign up to have your monthly payment come from your bank account by direct debit. Check out other ways to pay on our Payment Options page.

How do I know my billing and payment information is secure?

The City of Thornton takes security very seriously; the City provides an industry standard 128-bit SSL connection to secure communication with your bill and payment site. Customers are encouraged to click the lock icon on their web browsers to review the SSL certificate details and verify that the certificate is current, valid, and issued to ".cityofthornton.net".

How can I cancel my E-Bill and return to paper bills?

From the E-Bill page, go to the bottom of the page and select "Un-Enroll".