Setting up in the Online Payment System
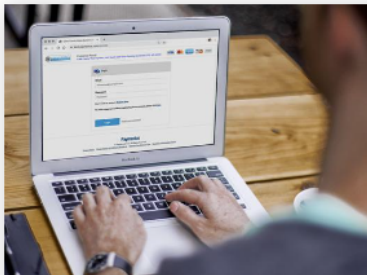
If you do not have an account in the customer portal

STEP 1. Visit: https://www.cobbcounty.org/water/customer-service/bill-pay Click on Access Payment Portal

Water Bill Pay

Payment Portal

View your bill, autopay, receive payment reminders, pay by text, ebills, and more. Please **Note**: Payments made through the online system will appear on your bill as "**Cobb County Board**"

Access the Payment Portal

Click here to register and pay.

- Register to access our payment portal.
- **Customers with accounts in the previous system must create a new login and password.**
- You will need your account number after you register to link it to the payment portal.

STEP 2. Click **Register Now** on the login page

Customer Portal
Cobb County Water System - 660 South Cobb Drive Marietta, GA 30060 (770-419-6200)

Login

Email

someone@example.com

Password

Password

If you have not created an account on this website yet, Register Now. Logins and passwords for the previous website are not valid on this site.

To make a payment without registering for an account, please click here.

Login   Forgot your password?

STEP 3. Complete the registration page including email (user ID) and Password. The password must be at least 10 characters with at least 1 capital letter and one number. We recommend you keep a record of the email and password for logging in in the future. When filled out click Enroll.
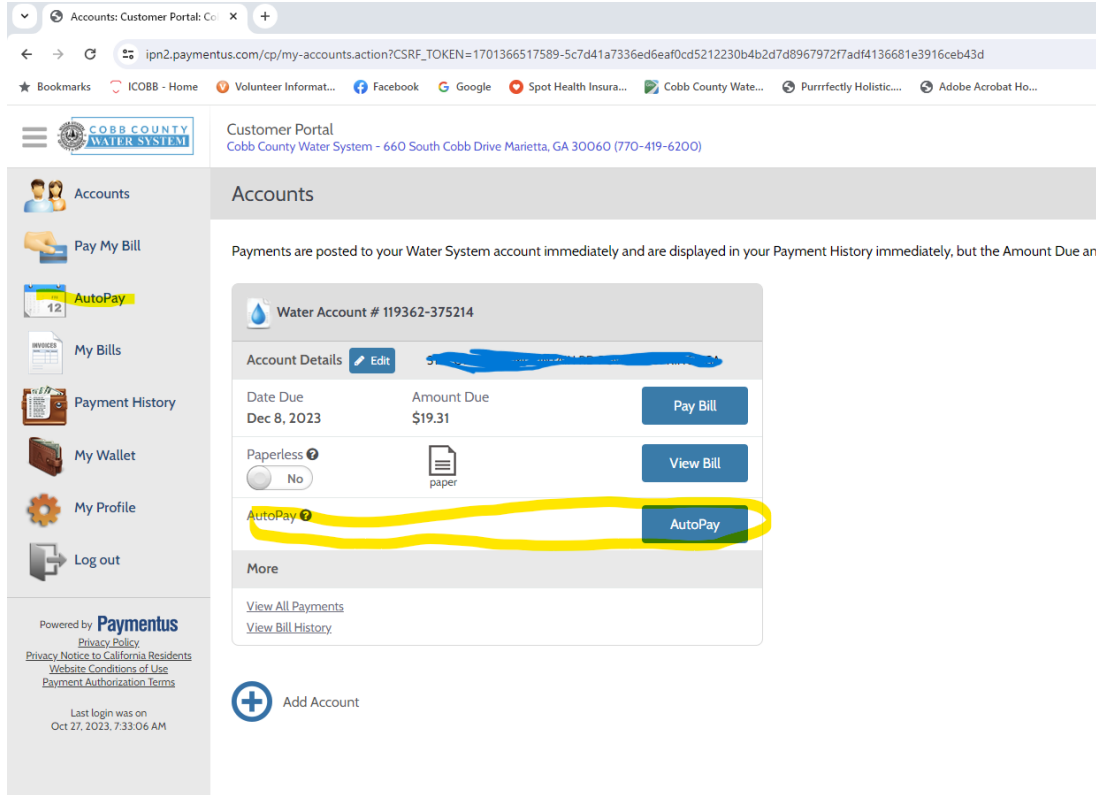

STEP 4. Add your water account. Please use the correct account number from your current water bill. Click Agree to Pay and Add account to finish. You are now registered and can add autopay.

Adding Autopay

STEP 1. From the Autopay Menu on the left of the screen or by clicking Autopay on the Account Summary main page. You can add a payment schedule.

Step 2 Add a Payment Method. Click the Add new Plus Sign
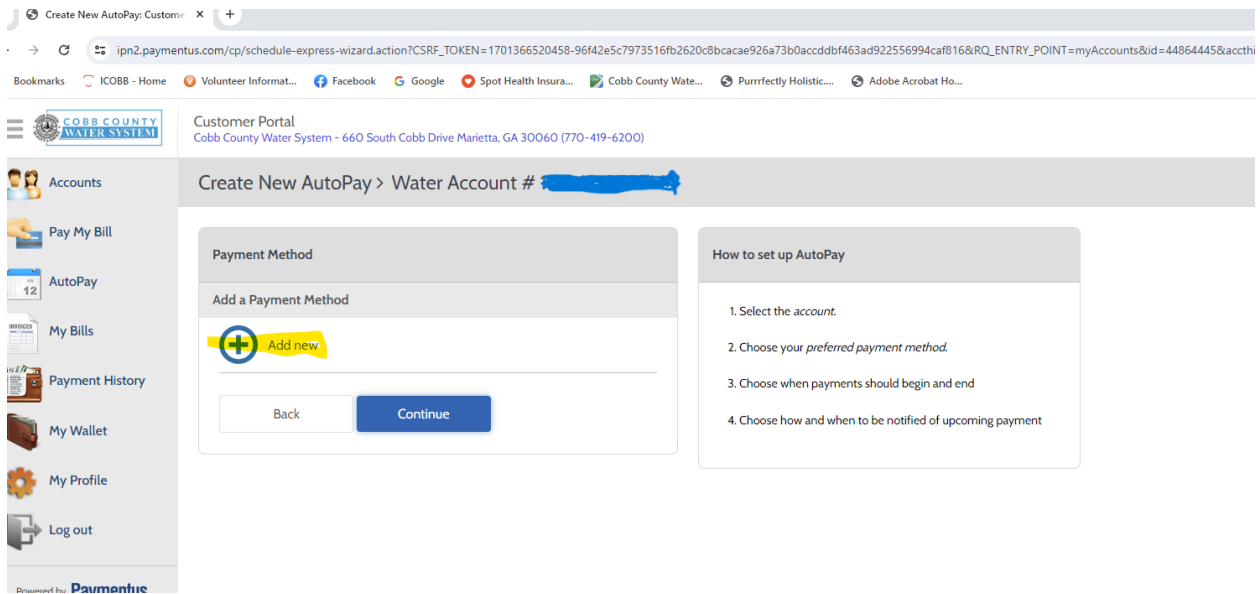
Step 3 Select tab corresponding to the payment type you want to add. If you add E-check you will not have to update it like a credit card that will expire.   Complete all fields and click Add

Step 5 You will see my wallet with a CC icon that says your payment method and the last 4 digits of the added payment method. Click Continue

Step 6 Complete the autopay form. Start date can be today. Do not choose an end date it can be blank. Choose when to receive a remember either 2, 3, or 4 days before we withdraw the payment. Click Authorization buttons and create autopay

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3. Choose when payments should begin and end

4. Choose how and when to be notified of upcoming payr

Start Date

11/30/2023

End Date (Optional)

Select end date

Payment Amount

Bill Amount

Total Amount

Bill Amount

Payment Type

Checking Account

Routing Number

*****

Account Number

****

Schedule Notification Preferences ❓

🔘 Receive email notification 🔍

Remind me 2 days ⌄ in advance of a scheduled payment

View Authorization Agreement for direct debit payment (ACH Debit).

☐ I authorize ACH direct debit payment (ACH Debit).

☐ By selecting the box, you authorize the above scheduled payments from the account shown. This authorization is valid until you cancel it through the customer portal or by calling your biller's customer service number.

Step 7. You will see a confirmation page.

Step 8. Click accounts in the menu on the left to take you back to the accounts page if your autopay button Is green You are set up.