

Instructions to access your City of Ashtabula Sewer/Trash Account

Please visit the City of Ashtabula website at www.cityofashtabula.com

Click on “For Residents” then “Sewer & Trash Billing.”

Click on “View your sewer and trash account here!”

Read the Disclaimer and click “I accept, continue”

On the Utility Connection page you must first register your account. *Landlords please DO NOT register each account individually. Contact the City of Ashtabula Service Billing Department at (440)992-7155 or (440)992-7106 for an ID and reference. This will allow you to access all of your accounts at one time.**

To register your sewer/trash account

Click “Register”

Enter your account number- this is located at the top of your bill and must be entered as is

Enter your street address/service address; this is located directly below the account number on your bill.

Click the “drop down arrow to select a recovery question” (i.e. mother’s maiden name).

Enter your response (i.e. Smith)

IMPORTANT:

This information is case sensitive; if you type in all capital letters you must always enter it that way.

Enter your response again to confirm.

Enter your email (optional)

Click “Register”

If all the information is correct

Click “generate my pin”

If incorrect:

Click “modify registration information” make the necessary changes and proceed.

A “**registration is successful**” message should appear as well as a pin number. Write this number down exactly as is. Pin numbers are case sensitive.

You only need to register once and you can change your pin at any time.

Accessing Your Account

Log in to Utility Connection

Click “Log In “

Enter your “Account number”

Enter your “Pin number” (from registration)

Here you can change your pin number or just continue to accessing your account information.

To change your pin

Click “click here to recover or change your PIN”

Enter “Account number”

Enter” Address”

Click “Continue”

Answer your security question

Enter your new pin number ***** (this must be 5 more characters long)

Enter your “new pin” again.

Click “Submit”

Pin update successful message will appear and you can continue with your Login. If you need assistance please contact the City of Ashtabula Service billing department office at (440)992-7155 or (440)992-7106.