

## Utilities Customer Service Help

Here is some information to help you navigate through the customer portal for registration and to complete City of Tampa utility account payments online, by phone or via our mobile app.

### Account Registration

1. Go to <https://utilities.tampagov.net>
2. Click twice on the “Click Here” link at the bottom of the page.
3. On the Online Access Registration page:
  - a. Enter your City of Tampa utility account number using the modified format displayed on the page.
  - b. Enter one of the following, last name, first name or business name as it appears on your bill.
  - c. Enter the billing ZIP code for your account mailing address
4. Click on Continue.
5. Set and confirm your unique password, using the format displayed on the page.
6. Enter and confirm your email address.
7. Click the “Complete Registration” button to finish.

### Pay Online

1. Go to <https://utilities.tampagov.net>
2. Enter your City of Tampa utility account number or the email address used to register your account online. You may enter your new 7-digit utility account number or use your old utility account number by dropping the leading zeros, the equal sign and the last digit.
3. Enter your account password.
4. Log-in.
5. Select “Make a Payment” from the payment button on the top menu bar to begin providing payment information.

### Pay by Phone

1. Call 813- 274-8811 to access the 24-hour phone system.
2. When prompted, press “1.”
3. When prompted, enter your utility account number followed by the # key. You may use your new seven-digit utility account number or use your old City of Tampa utility account number by dropping the number after the equal sign. For example, 0111111-001=1 will be 0111111001.
4. Press “1” to begin providing payment information.

### Pay by Mobile App

1. Open your City of Tampa app, available at iTune or Google Play stores.
2. Click on the Menu button on the upper left side of the home page.
3. Select Utility Bill Payment.
4. On the Session Has Expired screen, click on “here”.
5. Log in with your City of Tampa utility account number or the email address used to register your account online. You may enter your new 7-digit utility account number or use your old utility account number by dropping the leading zeros, the equal sign and the last digit.
6. Select “Make a Payment” from the payment button on the top menu bar to begin providing payment information.

Need more help? Call our dedicated Customer Service software team weekdays between 8 a.m. and 4:30 p.m. at (813) 274-8285.