



THE VILLAGE OF
COTTAGE GROVE

The online payment system for water utility bills is called Community Portal. There are NO online convenience fees for using this service and no transaction limits. Either scan below or go to <https://cottagegrovewi.ourcommunityconnect.com>



Questions or need assistance? Please contact The Cottage Grove Water & Sewer Utility at 608-839-5813, Village Hall at 608-839-4704, or the Utility Clerk at kkrause@villageofcottagesgrove.gov.

INSTRUCTIONS

Go to <https://cottagegrovewi.ourcommunityconnect.com>

Step 1: Create your account

Email (type in your email account)

Password (create a password)

password must be at least 8 characters and include a capital letter, lower case letter, number and one of the following special characters \$*.[\{}()?!@#%&/\,><'";|_~`

Enter your telephone number (optional) if you wish to receive text alerts regarding your utility bill

Step 2: Verify your email (in your email account)

Step 3: Sign in using your email and password

Step 4: Link a Customer (This is where you link your water utility account)

Enter your **Customer Account Number** (found on your utility bill)

Do not include the period when entering your number

Enter your **Last Name or Last Bill Amount** (For

commercial/businesses, use the last bill amount)

Step 5: On the Utility Bill Home Screen, you will have the option to:

- **Make a Payment**
- **View Utility Bills & Payments**
- **Enroll in Paperless Bills**
 - Select this option to enroll in e-bills (bills will only come to your email)
- **Manage Auto Pay** (this is where you set up your auto pay)
 - **Select the day** that want the auto pay to come out on
 - Bills are always due on the **20th of the month**:
 - Select a day before the bill is due, from 0 – 10 Days**
 - ***if you do not select a day for auto pay, it will default to the 20th of the month*****
 - **Add payment method**
 - **Debit or Credit Card**
 - **Checking or Savings Acct**
 - **Select Schedule** and the process is complete!