

# Instructions to access your City of Ashtabula Sewer/Trash Account

Please visit the City of Ashtabula website at [www.cityofashtabula.com](http://www.cityofashtabula.com)

**Click** on “view sewer/trash billing”

**Click** on “review your sewer trash account”

**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.