

## **STEPS TO CREATING AN ONLINE ACCOUNT**

1. Go to [www.rosevilleoh.epayhub.com](http://www.rosevilleoh.epayhub.com)
2. On the right-hand side, click on “Register here” at the bottom of the login box.
3. On the next screen, you will search for your account. Enter your account number.
4. Enter your phone number on the account or the last 4 digits of your social security number. If you have not updated your phone number with us, please do so at your earliest convenience so we can update the system. You cannot move onto the next step until you have entered your account number and a phone number or last 4 of SS.
5. Click “Search”.
6. The next screen, Verify Account, will ask you to review the account associated with the information you provided. If this is you, continue to the next screen by clicking “Yes, this is my account”. If the information is incorrect, please go back and reverify the information you have entered. If you are still having issues, please call our office.
7. On the next screen, you will enter your online account information including a username, an email address, and a password. You will also have to confirm the password by re-entering.
8. After you have chosen a username and password and entered a valid email, click “register”.
9. Your registration is now complete, and you may continue to login.  
In your online account, you will have access to view & pay your bill, update contact information and preferences, and opt in for important alerts such as boil advisories, water breaks, service interruptions, hydrant flushing, etc.