

Once you receive your first water bill with your account number, you can sign up for paperless e-billing and pre-authorized payments.

e-Billing is a secure and easy way to access your water account information online. There are no more printouts to manage, and you will be able to compare statements from one billing cycle to another.

To opt in for e-Billing, you need to register for an eServices Account.

1. Visit <https://secure.cityofnorthbay.ca/MyNorthBay/>
2. Click on the “**Register**” link in the top right corner of the page and follow the on-screen instructions to create your profile and validate your account with the email address provided.
3. Log in by clicking the “**Log in**” button in the top right corner and add your account. **(To add a Water Account, you will need to input your Account Number and Name exactly how it appears on your water bill)**

Once you have registered, or if you already have an eServices Account, simply follow the prompts once you have logged into your account in order to sign up for paperless water billing. Each account enrolled receives a one-time \$5.00 rebate.

Password Requirements: 8 characters, uppercase and lowercase letters and at least 1 number

The **Water Pre-Authorized Payment Plan** is an easy way to pay your monthly water bill. Residential property owners can choose to have either their actual billed amount withdrawn from their bank account once per month or a budget amount withdrawn based on their last six months’ average.

Alternatively, payments can be made using personal online internet banking. Your ten (10) digit account number is required. Service charges may apply. If paying online, please allow 3-5 business days for processing of your payment.

Example:

- Payee: North Bay Water
- Account: (full 10 digits of your account number. 123-1234 would be input as 0012301234)

If you require any assistance while registering for e-Billing, you may contact the Water Billing Department at 705-474-0626, extension 2129 or 2243.