



Steps to Sign Up for Your New Greeley Utility Portal Account

1. Locate your most recent Greeley water utility bill (*mailed to you after 11/17/25*).
 - This will contain your *NEW* account number.
2. Go to Utility-Portal.GreeleyCO.gov
 - Click on the blue **Sign Up** link.

A screenshot of the Greeley Utility Portal Sign In page. The page has a dark blue background with a cityscape. A white sign-in box is centered. Inside the box, the text "Sign in" is at the top. Below it, a link "Don't have an account? Sign Up" is circled in red. There are input fields for "Email" (with placeholder "email@email.com") and "Password" (with placeholder "password"). Below the password field is a link "Forgot password". At the bottom of the box is a blue "Sign In" button and a link "Need help signing in?".

3. Enter the following information:

- **NEW Account Number**

Your new account number will be printed in the top left corner of your most recent water utility bill (mailed to you after 11/17/25). If you need help locating your new account number, click [Find My Account Number](#).

- **Amount of Your Last Bill**

Enter the amount of your most recent water utility bill.

NOTE: *You must fill out both fields to verify your account.*

- Click "Next"

Sign Up for My Account
[Need Help Signing up?](#)
 Already have an account? [Sign in](#)

1 **Account Validation** 2 Profile Information 3 Subscriptions

Starting November 2025, you'll have a new account number. Use the "Find My Account Number" tool to locate it easily.

Account Number * [Find My Account Number](#)

Amount On Your Last Bill *
 \$ 0.00

Next

Welcome
City of Greeley's New Utility Portal
 Starting on November 17, 2025 you'll have a new account number. The new Greeley Utility Portal offers several benefits including:

- Quick payment options: Make one-time payments or set up autopay so you never have to worry about late fees.
- Save water & money: View your water use in real-time and identify ways to save; set up automatic leak alerts to prevent bill spikes; and access water efficiency rebates/incentives

NOTE: If the system cannot verify your account, please contact a City of Greeley Customer Care Representative at (970) 350-9811 or email utility.billing@greeleygov.com for assistance.

4. Create your profile.

- Name or Business will auto populate.
- Enter the following:
 - Email
 - Confirm Email
 - Phone Number Type
 - Phone Number
- Click "Next"

Sign Up for My Account
[Need Help Signing up?](#)
 Already have an account? [Sign in](#)

1 **Account Validation** 2 **Profile Information** 3 Subscriptions

We found your account. Continue registration to My Account.

Name or Business
 [Auto-populated]

Want to use a different name? [Create a new one](#)

Email *
 email@email.com

Confirm Email *
 confirmEmail@email.com

Phone Number Type
 Mobile Phone

Phone Number

Back **Next**

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5. Subscribe to notifications.

- **OPTIONAL:** Check the box to receive news, special offers, alerts and notifications.
- **REQUIRED:** Check the box stating you agree with the Terms and Conditions.
- **Click “Sign Up”**

This will send an activation link to your registered email address.

The screenshot shows a two-column registration form. The left column is titled 'Sign Up for My Account' and includes a progress bar with three steps: 'Account Validation' (completed), 'Profile Information' (completed), and 'Subscriptions' (current step, highlighted with a blue circle and the number 3). Below the progress bar, there is a section 'Subscribe to Notifications' with the text 'Choose to receive news, special offers, alerts and notifications.' and two checkboxes: 'I want to receive news and special offers.' and 'I agree with the Terms and Conditions.' Red arrows point to these checkboxes. At the bottom of the left column are 'Back' and 'Sign Up' buttons. A red arrow points to the 'Sign Up' button. The right column is titled 'Welcome' and contains information about the 'City of Greeley's New Utility Portal' and a list of benefits.

- **Click “Done”**

This will send an email validation link to your registered email address. You can close out of this browser window.

The screenshot shows a confirmation screen with the heading 'You're almost done!' and an envelope icon. Below this, it says 'Your sign up form was submitted' and 'An activation link and instructions to complete your registration have been sent to the email address that you provided.' The email address 'sprytest@test.com' is displayed. At the bottom, there is a blue 'Done' button, which is circled in red. The right column of the screen is identical to the one in the previous screenshot, titled 'Welcome' and providing information about the utility portal.

6. Validate your email address.

- **Go to your inbox: open the email and click the “Register” link.**

Once you’ve clicked the link to complete your registration, you will be logged into the Greeley Utility Portal.

NOTE: Please complete the registration right away to prevent the validation link from expiring.



7. Create your password.

- **Create and confirm your new password.**
Your email address will auto populate.
- **Check the box stating you've read and agree to the Terms and Conditions.**
- **Click "Register"**

The image shows a 'Create your password' form. It includes fields for 'Email *' (auto-populated), 'Password *', and 'Confirm New Password *'. Below these is a 'Password Requirements' section with a 'Strength' indicator at 100% and a list of policies: 'Password requires at least one uppercase character.', 'Password requires at least 13 characters.', 'Password requires at least one lowercase character.', and 'Password requires at least one symbol from !@#\$%^&*()_+=[]{}'. At the bottom, there is a checkbox for 'I agree with the Terms and Conditions *' and a blue 'Register' button, which is circled in red.

8. Take a quick tour of the portal.

- **Learn how to:**
 - Pay bills
 - Set up autopay
 - View your water use
 - Access rebates and incentives