



City of Stow

Water Department

The City of Stow's new web payment site not only allows customers to access and pay their water bill online, but customers can now register to receive monthly bill notification by email

To access the web payment site visit

Paymybill.stow.oh.us

Or

www.stow.oh.us

and click the link on the homepage
“Pay Your Water Bill Online”

Simply create and online account with username and password. Only **one** online account can be created for each Stow water account. If there is an owner/tenant situation, this will need to be discussed between the owner and the tenant.

Home - Windows Internet Explorer
http://paymybill.stow.oh.us/

Convert Select

Home

city of Stow
the place to grow!

3760 Darrow Road Stow Ohio 44224
Phone 330-689-2700 | Fax 330-689-2705

Welcome to the City of Stow

Welcome to the Stow Public Utilities Billing!

To Login, enter your Username and Password, or click Sign Up to setup an account.

Username:
Password:

Login >>

Don't have a new Online Utility Billing Account? Sign Up

Forget your Password?
Forget your Username?

[Back to City of Stow Homepage](#)

Select "Sign Up" to create a new account. You will need the account number and the name on the account, all of which can be found on your water bill.

In case you forgot your password or username after you set up an account, select "Forget Your Password?" or Forget Your Username? ". You will be directed to a screen where these can be emailed to you.

To set up an Online Utility Billing Account, customers need to create a username and password.

The screenshot shows a web browser window with the URL <http://paymybill.stow.oh.us/default.aspx>. The page features the City of Stow logo and contact information: 3760 Darrow Road Stow Ohio 44224, Phone 330-689-2700, and Fax 330-689-2705. The main heading is "Welcome to the City of Stow". Below this, a blue box contains the following text: "Welcome to the Stow Public Utilities Billing!", "Please enter a username and password in the boxes below to create your login.", and "Once you have created your username and password, you can then add your Stow Utilities account(s). To complete your registration, you will need:". A bulleted list follows: "• Your Stow Public Utilities Account Number(s)", "• The last name listed on the Account Number(s)". There are three input fields labeled "Username:", "Password:", and "Confirm Password:". A red "Create Account" button is positioned below the "Confirm Password" field. A note states: "* You will use this username and password to login to the system to view and pay your bill." At the bottom of the blue box, there is a link for "Stow Homepage".

Only one online account per water account

Don't forget to confirm your password and select Create Account

There are no special requirements for a username or password. Such as no minimum length, combination of characters, etc.

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You will now need to enter the information for your account and then select next.

****Please note that when entering your account number, do not include any dashes or spaces.**

The screenshot shows a web browser window with the following elements:

- Browser Title:** Home - Windows Internet Explorer
- Address Bar:** http://paymybill.stow.oh.us/default.aspx
- Navigation Bar:** File, Edit, View, Favorites, Tools, Help
- Favorites Bar:** Home, PGA Northern Ohio, Sturgis Web Services Client..., Vermont Systems Inc, PayPal Merchant Services - ..., http--www.atnetplus.com-i..., flexnet
- Page Header:**
 - City of Stow logo:** city of Stow the place to grow!
 - Address:** 3760 Darrow Road Stow Ohio 44224
 - Contact:** Phone 330-689-2700 | Fax 330-689-2705
- Main Content:** Welcome to the City of Stow
- Registration Form:**
 - First Name:
 - Last Name:
 - Email Address:
 - Confirm Email:
 - Account Number:
 - Buttons:
- Callout Box:** The account number can be found on your current water bill. **Please do not include dashes or spaces.**
- Footer:** [Back to City of Stow Homepage](#)

The browser's taskbar at the bottom shows the Start button, open applications (Inbox - Microsoft Outlook, Home - Windows Inte...), and system tray icons (Internet, 100% zoom, 3:17 PM).

After successfully creating a login, your account will be shown on the screen.

Details: Select this to see information concerning your account or to pay your bill online

Change Password: Select this to change the password associated with your online account .

Add/Delete Account: Select this to add or delete water accounts to your current online account.

Edit Account Details: Select this to change information regarding your online account.

E-Billing Preferences: Select this to sign up for an e-bill. (no paper bill)

Logout: Select to logout of the system

The screenshot shows a web browser window displaying the City of Stow's online account management page. The browser's address bar shows the URL <http://paymybill.stow.oh.us/default.aspx>. The page features the City of Stow logo with the tagline "the place to grow!" and contact information: 3760 Darrow Road Stow Ohio 44224, Phone 330-689-2700, and Fax 330-689-2705. A welcome message reads "Welcome to the City of Stow".

The main content area displays a table of account information:

Acct #	Name	Address	Total	Due	
			\$26.28	7/18/2012	Details

Below the table, there are five navigation buttons: [Change Password](#), [Add / Delete Account](#), [Edit Account Details](#), [E-Billing Preferences](#), and [Logout](#).

At the bottom of the page, there is a Google Map showing the location of the City of Stow, with a red pin marking the location. The map includes labels for various streets such as Darrow Rd, Call Rd, and Johnson Rd, and parks like Crestdale Park and Shawwood Acres Park. The map is powered by Google and includes a copyright notice for 2012.

Details Screen

View Transactions: This will display the transactions on your account.

Make A Payment: Choose this to pay your bill online.

View Bill: Choose this to display your latest water bill which can be printed if necessary.

Back to List: This returns you to the previous screen.

Logout: This logs you out of the system.

The screenshot shows a web browser window with the URL `paymybill.stow.oh.us/default.aspx`. The page features the City of Stow logo and contact information: **3760 Darrow Road Stow Ohio 44224**, Phone 330-689-2700, Fax 330-689-2705. A central heading reads "Welcome to the City of Stow".

Below the heading is a user account details panel with the following fields:

- Name
- Account Number
- Account Balance
- Address
- Due Date: 8/20/2012

To the right of these fields are five action buttons: **View Transactions**, **Make a Payment**, **View Bill**, **Back to List**, and **Logout**.

At the bottom of the panel is a table with the following data:

Current Reading	Previous Reading	Current Reading Date	Previous Reading Date	Days of Service	Usage	Amount
455	450	7/10/2012	6/10/2012	31	5	0.00

At the bottom of the page, there is a link: [Back to City of Stow Homepage](#).

Make A Payment

A screen will appear with the amount owed on the account. You can override this amount by typing over the amount shown in the box. Choose **Pay Now** to continue to the next screen.

Fees: The fees associated with this payment are clearly noted on the screen, if you choose to not proceed with payment then select **CANCEL**.

The screenshot shows a Windows Internet Explorer browser window with the address bar displaying `http://paymybill.stow.oh.us/default.aspx`. The page content is dimmed, showing the City of Stow logo and a table of bill items. A modal dialog box is centered on the screen with the following text:

Amount To Pay:

- A \$0.30 per transaction plus 2.2% a convenience fee will be added to your total.
- A PayPal account is not required to complete your online payment.

Buttons for **Pay Now** and **Cancel** are located at the bottom of the dialog box. The background page includes a table with the following data:

Current Reading	Previous Reading	Current Reading Date	Previous Reading Date	Days in Service	Usage	Amount
450	445	6/10/2012	5/11/2012	31	5	26.28

Payment Method

The payment choices will be shown on the screen along with their associated fees. Simply click on the payment method of your choice.

Home - Windows Internet Explorer
http://paymybill.stow.oh.us/default.aspx

1. Payment Method 2. Payment Info 3. Payer Info 4. Process Payment 5. Complete

Items	Amount
Website Payment	\$26.28
Item number: 1129053	
Account: [REDACTED]	
Address: [REDACTED]	
:	
:	
Transaction Fee	\$0.00
Total:	\$26.28

VISA
Fee: \$0.90

MasterCard
Fee: \$0.90

DISCOVER NETWORK
Fee: \$0.90

AMERICAN EXPRESS
Via Paypal
Fee: \$0.90

PayPal™
Fee: \$0.90

- All Fields in **bold** are required.
- A Paypal account is not required to checkout using Paypal. All major credit cards are accepted.

SECURED BY RapidSSL 128 bit SSL Security

Secure Online Checkout

[Back to City of Stow Homepage](#)

Payment Method

On this screen, the payment information will be entered by the customer. The total amount of the transaction which includes the fees, is displayed on the right side of the screen. Once completed select NEXT.

Home - Windows Internet Explorer
http://paymybill.stow.oh.us/default.aspx

Convert Select

1. Payment Method 2. Payment Info 3. Payer Info 4. Process Payment 5. Complete

Card Number
Expiration Date /
Security Code

Previous Next

Items	Amount
Website Payment	\$26.28
Item number: 1129053	
Account: <input type="text"/>	
Address: <input type="text"/>	
:	
:	
Transaction Fee	\$0.90
Total:	\$27.18

- All Fields in **bold** are required.
- A Paypal account is not required to checkout using Paypal. All major credit cards are accepted.

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www.rapidssl.com

Secure Online Checkout

Back to City of Stow Homepage

Payment Info

Fill out the payment information as requested and when completed, choose NEXT..

Home - Windows Internet Explorer
http://paymybill.stow.oh.us/default.aspx

Convert Select

Home

1. Payment Method 2. Payment Info **3. Payer Info** 4. Process Payment 5. Complete

First Name <input type="text"/>	Middle Name <input type="text"/>
Last Name <input type="text"/>	Name Suffix <input type="text"/>
Billing Address <input type="text"/>	(continued) <input type="text"/>
City <input type="text"/>	State <input type="text"/>
Postal Code <input type="text"/>	
Telephone <input type="text"/>	
Email <input type="text"/>	

Previous Next

Items	Amount
Website Payment	\$26.28
Item number: 1129053	
Account: <input type="text"/>	
Address: <input type="text"/>	
:	
:	
Transaction Fee	\$0.90
Total:	\$27.18

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Secure Online Checkout

Back to City of Stow Homepage

Payer Info

You will receive the following message asking if you wish to proceed with the payment.

If you are in agreement with the amount due, then choose **YES**.

If you are not in agreement with the amount due then select **NO** and your transaction will be cancelled and you can logout.

1. Payment Method 2. Payment Info 3. Payer Info 4. Process Payment 5. Complete

Do you wish to process this payment?

Items	Amount
Website Payment	\$26.28
Item number: 1129053	
Account: 2	
Address:	
:	
:	
:	
Transaction Fee	\$0.90
Total:	\$27.18

- All Fields in **bold** are required.
- A Paypal account is not required to checkout using Paypal. All major credit cards are accepted.

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Secure Online Checkout

[Back to City of Stow Homepage](#)

Payment Accepted

Once your payment has been accepted, your receipt including a transaction number will be displayed. If you wish to print this for your records, choose PRINT.


The screenshot shows a Windows Internet Explorer browser window displaying a confirmation page for a payment made to the City of Stow. The page title is "Payment Accepted!".

Your Payment Was Accepted!

Transaction ID: 74864934NW675560E

Transaction Time: 7/25/2012 1:58 PM

Total Paid: \$27.18



We will receive notification of your online payment at the time that it is made and we will credit your payment as of that day. However, you will not see the payment on your account for approximately 48-72 hours due to the time that it takes to get those funds into our bank account.

[Print](#) [Close](#)

Items	Amount
Website Payment	\$26.28
Item number: 1129053	
Account: 2	
Address: [REDACTED]	
:	
:	
Transaction Fee	\$0.90
Total:	\$27.18

- All Fields in **bold** are required.
- A Paypal account is not required to checkout using Paypal. All major credit cards are accepted.

SECURED BY RapidSSL \$10,000 Warranty

Secure Online Checkout

[Back to City of Stow Homepage](#)



For questions or comments you can email the
Stow Water Department at

waterbilling@stow.oh.us

Or

call 330-689-2889