



Paying Your Aurora Water & Utility Bill Online

Paying Your Aurora Water & Utility Bill Online

— An Extended Guide · No. 1767 —

Tech Made Simple. Service Made Personal.

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SUMMARY

The 60-Second Version

Here is the whole guide in a nutshell. Your Aurora, Ohio water and sewer bill comes from the City of Aurora. Start only at auroraoh.com, and type that address yourself instead of clicking a link in an email or text. Find the Water and Sewer Utilities department and its payment options page. Have your newest bill handy, because you will need your account number. The city lists an online payment service, a phone line, the Water Department office, mail, and a drop box for checks. Online card payments may carry a small convenience fee, and you will see it before you finish. Save your confirmation, and keep an eye on your due date. The city will never demand gift cards or ask for your password or a code by phone. Online is just one choice, and paper still works fine. If any of this feels tangled, that is exactly what I help neighbors with, so please call me.

1. What This Guide Covers

Paying your city water bill without a trip downtown.

If you live in Aurora, Ohio, in Portage County, you probably get a water and sewer bill from the City of Aurora. Many neighbors still pay it by mailing a check, and that is perfectly fine. This guide is for the ones who would like to try paying online, but feel a little nervous about it.

I wrote this guide slowly, one small step at a time. We will find the city's real website, look at what is on your bill, set up an online account, and make a payment. We will also cover the other ways to pay, because online is only one option and you are never required to use it.

Nothing here is a race. You can read a chapter, put the guide down, and come back tomorrow. Every screen can be closed and started again, and you will not break anything by looking around.

- What your bill is and who sends it.
- How to reach the city's real website.
- How to set up and use an online account.
- Paying by phone, in person, or by mail.
- How to spot scams that pretend to be the utility.

GOOD TO KNOW

This guide is about Aurora, Ohio, in Portage County. Other cities named Aurora, in other states, have their own utility websites, and they are not the same thing.

2. Who Sends Your Aurora Utility Bill

Knowing who you are paying makes everything clearer.

In Aurora, the City of Aurora runs the water and sewer utility. That means the bill for the water that comes into your house, and the sewer service that carries it away, comes from the city itself. The city has a Water and Sewer Utilities department, and that department handles the billing.

Your electric and natural gas are a different matter. Those usually come from separate companies, and each has its own website, its own account number, and its own way to pay. The city also runs community programs that can affect which company supplies your electric or gas, but the water and sewer bill is the city's own.

Why does this matter? Because when you go online to pay, you want to be sure you are paying the right company on the right website. A water bill paid to the wrong place is a headache.

- Water and sewer: the City of Aurora.
- Electric: the company named on your electric bill.
- Natural gas: the company named on your gas bill.
- Each bill has its own account number.

TIP

Look at the top of your bill for the name of the sender. If it says City of Aurora, this guide is the one you want.

3. What You Need Before You Start

A short list to gather at the kitchen table.

Paying online goes much more smoothly when you have a few things in front of you. Take a few minutes to gather them before you sit down at the computer.

- Your most recent water bill, paper or on screen.
- A computer, tablet, or smartphone with internet.
- An email address you can open and read.

- A debit card, credit card, or your bank account and routing numbers if you want to pay from your bank.
 - A pen and notebook to jot down your username and confirmation numbers.
- You do not need any special software. A normal web browser is all it takes. If you already use a browser to read the news or look up the weather, you have what you need.

If you are not sure what a browser is, it is the program you click to go on the internet. On many computers it is called Edge, Chrome, Safari, or Firefox. Any of them will work.

GOOD TO KNOW

Put the bill, the card, and a pen on the table before you begin. Hunting for them halfway through is where most people get flustered.

4. Reading Your Bill

Finding the parts that matter.

A utility bill can look crowded. Do not worry about every number. For paying online, you only need to find a handful of things, and they are usually easy to spot once you know what they are called.

Hold the bill under a good light and look it over slowly. If the print is small, a magnifying glass or the zoom on your phone camera can help. Take your time.

- The account number, which identifies you in the city's system.
- The amount due.
- The due date.
- Your service address, the house the water goes to.
- The city's contact information for questions.

Your bill may also show your past usage, any earlier balance, and messages from the city. Those are good to read, but they are not needed to make a payment.

If your bill has a tear-off stub, that is the part you send with a mailed check. It also repeats your account number, which can be a handy second place to look.

GOOD TO KNOW

The exact layout of the bill can change when the city updates its billing. If yours does not match what I describe, look for the same items under slightly different names.

5. Finding Your Account Number

The one number the website will ask for.

Your account number is how the city knows which bill belongs to you. When you set up or use an online account, the payment site will probably ask for it, so it helps to find it before you start.

Look near the top of your bill, close to your name and service address. It is usually labeled with words like Account Number or Account. It is a string of digits, and sometimes there are dashes.

- 1 Pick up your most recent bill.
- 2 Look near your name and address for a label that says account.
- 3 Read the digits slowly, one group at a time.
- 4 Write the number in your notebook, large and clear.
- 5 Check it against the stub, if your bill has one.

Be careful not to mix it up with other numbers on the page, such as a meter number or a reference number for a payment. Those are different things.

Type the account number exactly as printed. If a dash or a leading zero is there, include it unless the website tells you otherwise.

WATCH OUT

If the city ever moves to new billing software, account numbers can change. If an old number does not work, check your newest bill, or call the Water Department office.

6. Getting to the Real City Website

Type the address yourself.

The city's official website is auroraoh.com. That is the City of Aurora, Ohio. The safest habit is to type that address into the bar at the very top of your browser yourself, instead of clicking a link in an email or a text message.

Why bother? Scammers build look-alike websites that copy the real one, hoping you will type in your card number. If you start from the address you typed, you skip that trap completely.

- 1 Open your web browser.
- 2 Click in the long bar at the top where the web address goes.
- 3 Type auroraoh.com slowly and press Enter.

4 Check that the page mentions the City of Aurora, Ohio.

5 Bookmark the page so you can come straight back.

Be aware that a search engine may show other cities named Aurora near the top, including ones in other states. Those are not yours. If you search, make sure the result says Ohio.

If you are ever unsure whether you are on the right page, look at the web address again. It should begin with the city's name and end in dot com, exactly as the city publishes it. A page with extra words, odd spellings, or a strange ending is a warning sign.

TIP

A bookmark is a saved shortcut. In most browsers, a small star near the address bar saves the page. Name it something plain, like Aurora city website.

7. Finding the Payment Options Page

Where the city explains how to pay.

Once you are on the city website, you are looking for the Water and Sewer Utilities department. The city organizes its site by department, and the water department has its own page that explains how bills are paid.

Look for a menu near the top with a word like Departments. Click it, then look for Water and Sewer Utilities, or something close to that. Inside that department, look for a page about payment options.

- Departments: the menu that lists city offices.
- Water and Sewer Utilities: the department that bills you.
- Payment Options: the page that lists each way to pay.

This page is useful because it lists every method in one place: online, by phone, in person, by mail, and the drop box. It also gives the office address and phone number, so you can double-check what I have written here.

Menu names on any website can change over time, so if you do not see these exact words, use the site's search box and type water payment. Or look around for anything that mentions utilities or billing.

GOOD TO KNOW

The city's Finance Department is a separate office from the Water Department. If you are not sure where to start, either office can usually point you in the right direction.

8. What Invoice Cloud Is

A name you may see on the payment screen.

When you follow the online payment link from the city's payment options page, you may land on a page run by a company called Invoice Cloud. This surprises some people, because the web address no longer says auroraoh.com.

This is normal. Many cities hire a payment company to handle card and bank payments, because those companies specialize in keeping payment details secure. Invoice Cloud is the company the City of Aurora lists on its own payment options page for online water bill payments.

The important point is how you got there. You arrived by clicking the link on the city's real website, which you reached by typing the address yourself. That is what makes it trustworthy.

- Start at auroraoh.com, typed by you.
- Follow the online payment link from the city's page.
- Expect the payment page to look different from the city site.
- Expect it to mention the City of Aurora somewhere on screen.

WATCH OUT

Never reach the payment page from an email or text link that you were not expecting. Always go in through the city's own website, even if it takes an extra minute.

9. Creating an Online Account

Setting up your sign-in once.

An online account lets you see your bill, pay it, and keep your payment information handy for next time. You only set it up once. After that, it is just signing in.

Screen names and button labels may differ a little from what I describe, so I will keep this general. Look for words like Register, Sign Up, or Create Account on the payment page.

- 1 Choose the option to register or create an account.
- 2 Enter your account number from your bill.
- 3 Enter any other detail it asks for to match your bill, such as a name or a service address.
- 4 Type your email address.
- 5 Choose a password you can remember.
- 6 Confirm through the email it sends, if it asks you to.
- 7 Write your sign-in details in your notebook.

Go slowly and read each screen before you click. If a field is confusing, the bill itself often has the answer.

TIP

Use a password that is long and easy for you to remember, like a short phrase with a number. Keep it written in a notebook at home, not in your wallet.

10. Signing In Later

Coming back to your account.

After your account exists, signing in is quick. You go to the city website, follow the water payment link, and type your email or username and your password.

The sign-in screen is usually simple: two boxes and a button. If the site offers a small eye icon next to the password box, you can click it to show what you typed, so you can catch mistakes.

- 1 Type auroraoh.com in your browser.
- 2 Go to Water and Sewer Utilities, then Payment Options.
- 3 Choose the online payment link.
- 4 Type your sign-in details.
- 5 Click the sign-in button.

Once you are in, you should see your balance and your payment options. Take a moment to look at the name and address on the account to confirm it is yours.

If you are on your own computer at home, your browser may offer to save your password. That can be handy at home. Say no on any computer that is not your own.

GOOD TO KNOW

You do not need to bookmark the payment site itself. Bookmark the city's payment options page instead, so you always arrive through the front door.

11. Making a One-Time Payment

Paying this bill, step by step.

A one-time payment is the simplest way to pay online. You pay just this bill, and nothing repeats afterward. It is a good place to start if you are trying online payment for the first time.

The screens may look a bit different from my description, but the shape is always the same. You confirm what you owe, choose how to pay, enter your details, and review before you finish.

- 1 Sign in and look for your current balance.
- 2 Choose the option to make a payment.
- 3 Check that the amount matches the amount on your bill.
- 4 Choose card or bank account.
- 5 Enter your payment details carefully.
- 6 Read the review screen, including any fee that is shown.
- 7 Click the final button to submit the payment only once.

After you submit, wait for the confirmation to appear. Do not press the back button or click the payment button a second time, because that could pay twice.

WATCH OUT

If the screen seems to freeze after you submit, do not click again. Wait a minute, then check your email for a confirmation, or call the Water Department office to ask.

12. Card or Bank Account

Choosing how to pay.

Online payment usually gives you two main choices: a debit or credit card, or a payment directly from your checking account. Both work, and the better one depends on you.

A card is quick and familiar. You type the card number, the expiration date, and the security code on the back. A bank payment asks for your bank's routing number and your account number, which you can find along the bottom of a check.

- Card: familiar, but it may carry a small convenience fee.
- Bank account: often has no added fee, according to the city's payment page.
- Both: give you a confirmation to save.

If you are unsure, the review screen should show any fee before you finish. Read it. If you do not want to pay a fee, you can go back and choose a different method.

Never write your card number on paper that you leave lying around, and never email it. Enter it only on the payment page, in the boxes that are provided.

TIP

The city's own payment options page explains which method has a fee and which does not. Check it before you pay, because fee details can change.

13. Understanding Fees in Plain Words

What a convenience fee is.

A convenience fee is a small extra charge that a payment company adds for processing certain kinds of payments, often by card. It does not go to the city for your water. It pays for the service of taking your payment electronically.

The City of Aurora lists the current fees on its own payment options page. I am not going to repeat the amounts here, because they can change, and an outdated number would only confuse you. The city's page is the one to trust.

- Card payments online often carry a small fee.
- Paying from a bank account online may not.
- Phone payments may carry a small added charge.
- Paying by check or money order at the office avoids the electronic fee.

None of these is a trick. The fee should be displayed before you finish paying. If you do not see a clear price on the review screen, stop and call the office.

Weigh it the way you would anything else. A small fee may be worth it for the convenience, or you may prefer a free option. Both are reasonable choices.

WATCH OUT

Any website that adds charges you were never shown, or that asks for payment in gift cards, is not the city. Close it and start over from auroraoh.com.

14. Saving Your Confirmation

Keep proof that you paid.

When your payment goes through, the screen should show a confirmation, often with a confirmation number. You may also get an email. This is your proof that you paid, so it is worth keeping.

- Click the browser's Print option to print the confirmation page.
- Choose Save as PDF in the print window to keep a digital copy.
- Write the confirmation number and the date in your notebook.

- Keep the confirmation email, and do not delete it.

Paper is perfectly good here. Many people keep a folder for utility bills, with the paid bill and a printed confirmation clipped together.

Later, if there is ever a question about whether a payment arrived, the confirmation number and date let the office look it up quickly. That can save you a long phone call.

- 1 Wait for the confirmation screen.
- 2 Print it or save it as a PDF.
- 3 Write down the number and date.
- 4 File it with that month's bill.

TIP

A payment can take a little time to show up on your account. Keep your confirmation until you see the payment recorded on your next bill.

15. Setting Up Automatic Payments

Letting the bill pay itself.

Automatic payments, sometimes called auto-pay, let the system pay your bill on its own each time, from a card or bank account you choose. If you tend to forget due dates, this can bring real peace of mind.

Whether and how the city offers this can change, so look for an auto-pay or recurring payment option after you sign in. If you do not see one, the Water Department office can tell you what is available.

- 1 Sign in to your online account.
- 2 Look for an option about automatic or recurring payments.
- 3 Choose the card or bank account to use.
- 4 Read what it says about timing and fees.
- 5 Confirm and save the setting.
- 6 Write down that you turned it on.

The tradeoff is simple. You will not forget a bill, but you also need to keep money available and watch your statements. A bank account that runs low can cause trouble.

Before you turn it on, check your latest bill against what the system will take. If something looks wrong, fix it first, because automatic payments will repeat any mistake. Review each bill when it arrives, even if it pays itself.

GOOD TO KNOW

You can usually turn auto-pay off again. If you ever want to pay by hand instead, check your account settings or call the office.

16. Going Paperless

Getting your bill by email.

Paperless billing means the city sends you your bill by email instead of mailing a paper copy. Some people love the tidy inbox. Others feel better with paper in their hands. Either way is fine.

If paperless is offered with your online account, you will find it as a setting or a checkbox. Read what it says before you turn it on, so you know exactly what will stop arriving in your mailbox.

- Good: no paper to lose, and bills arrive quickly.
- Good: you can look back at old bills on screen.
- Careful: emails can land in a spam folder.
- Careful: you must check your email regularly.

If you try paperless and miss the paper bill, you can usually switch back. There is no penalty for changing your mind.

Whatever you pick, keep your email address up to date with the city. If your address changes and you forget to tell them, the bill goes to the old inbox and you might not notice it.

TIP

If you go paperless, add the sender's address to your contacts so the bill does not slip into spam.

17. Paying by Phone

A call instead of a computer.

If you would rather not use a computer, you can pay by phone. The City of Aurora's payment options page lists an automated phone number for paying your water bill by card, and says it is available at any hour. At the time I checked, it was 855-948-1922.

Phone numbers can change, so confirm the number on your bill or on the city's payment options page before you dial. A phone payment may carry a small added charge, which the

system should tell you about.

- 1 Have your bill and your card in front of you.
- 2 Dial the number listed by the city.
- 3 Listen to each prompt without rushing.
- 4 Enter your account number using the phone keypad.
- 5 Enter your card details when asked.
- 6 Write down the confirmation number you hear.

If you make a mistake, hang up and call again. If the automated voice is too fast, it often lets you repeat a choice.

Some people like the phone because there is no password to remember. You only need your account number and a card. If you are hard of hearing, ask a family member to sit with you, or use another method that suits you better.

WATCH OUT

Only dial a number printed on your bill or listed on auroraoh.com. Never pay by phone because someone called you and asked.

18. Paying in Person

Handing it over at the office.

You can also pay in person at the Water Department, which is at 158 West Pioneer Trail in Aurora. The city's payment options page says you can pay there with cash, a check, or a money order.

The same page says the office does not accept cards, so bring a check or cash if you go in. Office hours and policies can change, so call ahead or look at the city's page before you drive over. The Water Department phone number listed by the city is 330-995-9109.

- Bring your bill, or at least your account number.
- Bring a check, money order, or cash.
- Do not count on paying by card at the counter.
- Ask for a receipt and keep it.

Paying in person is a nice option if you enjoy talking to a real person. The staff can answer questions about your bill on the spot.

If parking or walking is difficult for you, the mail option or a drop box might be better. We cover both in the next chapters.

TIP

Ask for a printed receipt every time you pay in person, and clip it to the bill.

19. Paying by Mail

The classic way still works.

Mailing a check is the oldest way to pay, and it still works. If it has served you well, there is no reason to change. Online payment is a choice, not a requirement.

Send your payment to the address listed on your bill. Use the payment address printed there, because that is the one the city expects. The Water Department office is at 158 West Pioneer Trail, but your bill will say exactly where mail payments should go.

- 1 Write the check for the amount due.
- 2 Write your account number on the memo line.
- 3 Tear off the payment stub, if your bill has one.
- 4 Put the check and stub in an envelope.
- 5 Address it as shown on your bill.
- 6 Add a stamp and mail it early.

Mail takes a few days, and sometimes longer. Send it well before the due date so it arrives on time.

If you are unsure about the amount, look at the bill again before you write the check, and keep a copy of your check number. Many banks let you view cancelled checks later, which doubles as proof that the payment cleared.

GOOD TO KNOW

Do not send cash in the mail. If you must pay with cash, do it in person at the office and get a receipt.

20. Using the Drop Box

Paying when the office is closed.

The Water Department also has drop boxes. The city's payment options page says you can leave a check or money order there, and it lists drop box locations at 158 West Pioneer Trail.

A drop box is handy if the office is closed when you come by, or if you simply prefer not to wait in line. You put your payment in an envelope and drop it in the slot.

- Use a check or money order only, not cash.
- Put your account number on the check.
- Include your payment stub if you have it.
- Use a sealed envelope.
- Keep a note of the date you dropped it off.

Because you do not get a receipt from a drop box, your cancelled check is your proof. Write down the check number and the date in your notebook.

Policies on drop boxes can change, so peek at the city's page before relying on one.

If the weather is bad or you would rather not go out, you can ask a trusted family member or neighbor to take the envelope for you. Seal it well, and make sure your account number is clearly written on the check.

WATCH OUT

Never leave cash in a drop box. If you do not have a check or money order, pay online, by phone, or at the office counter.

21. Due Dates and Late Payments

Keeping the calendar simple.

Your bill shows a due date. That printed date is the one that counts, and it is the one to follow. Billing schedules can differ and can change, so I will not guess at dates here. Read your own bill.

A bill can be paid early. Paying a few days ahead is a good habit, especially if you mail a check or use the drop box, since those take time to be recorded.

- Find the due date on your bill and circle it.
- Put it on your wall calendar.
- Pay a few days early, if you can.
- Keep your confirmation until the payment appears on the next bill.

If you miss a due date, do not panic and do not ignore it. Call the Water Department office and ask what to do. Staying quiet usually makes things worse, and talking early usually helps.

Late charges and rules are set by the city. Ask the office or read the city's website for the exact policy.

TIP

A wall calendar near the phone, with the due date circled, works better than any reminder app.

22. Starting or Stopping Service

When you move in or out.

If you are moving into an Aurora home or out of one, your water account is part of the move. Those changes are done through the city, and I recommend a phone call rather than guessing at an online form.

Call the Water Department office, which is listed at 330-995-9109 on the city's pages. Tell them the address, the date of the move, and where to send your final bill.

- 1 Call the Water Department a few days ahead.
- 2 Give them the service address.
- 3 Tell them the date you move.
- 4 Give them a forwarding address.
- 5 Ask what your account number will be.
- 6 Write down who you spoke to and the date.

If you are buying or selling a home, a closing agent often arranges some of this too. Still, check that the water account is in the right name.

Keep any paperwork from the move, such as a lease or closing papers, in the same folder as your water bills. If a final bill never arrives, call the office instead of assuming nothing is owed. A short call now prevents surprises later.

GOOD TO KNOW

After a move, update your address anywhere you pay online, so bills and email notices reach you.

23. If You Are Having Trouble Paying

Reaching out early.

Sometimes money gets tight. A utility bill can feel heavy, and putting the envelope in a drawer is a very human reaction. But the best thing to do is to speak up early.

Call the Water Department at 330-995-9109 and explain your situation. I cannot tell you what programs or payment arrangements the city offers, because that is for the office to

say. But asking costs nothing, and the staff handle these calls often.

- Call before the due date, if you can.
- Have your account number ready.
- Ask what options exist.
- Write down what you are told, and who told you.

There are also local agencies that help older adults and families with household bills. If you want help finding one, I am glad to point you in a direction when you call me.

Please be careful with anyone who offers to pay your bill for a fee, or who promises to wipe out what you owe. Real help does not ask for a gift card.

WATCH OUT

Ignore calls or texts that threaten to shut off your water within hours unless you pay immediately. Call the number on your bill to check.

24. When the Bill Looks Too High

Checking before you pay.

Now and then a bill arrives that is much larger than usual. Before you worry, take a calm look. There are a few common reasons, and many of them are easy to fix.

- A leaking toilet that runs quietly.
- A dripping faucet or outdoor spigot.
- Extra guests or a busy season.
- Watering a lawn or filling a pool.
- A meter reading that was estimated, then corrected.

A toilet leak is one of the most common culprits. A simple check is to put a few drops of food coloring in the tank, wait without flushing, and see if color appears in the bowl.

If you cannot find a reason, call the Water Department and ask them to review your account and your meter reading. They can tell you how your usage compares and what to check.

Ask about the due date while you sort it out, so you do not fall behind.

Do not just ignore a surprising bill, and do not assume the worst either. Often the cause turns out to be small and fixable, and finding a leak early saves money on every later bill. Ask the office whether any adjustment is possible, and listen to what they say.

TIP

Read the meter yourself, write down the numbers, and compare them with the bill. A few notes make the call much easier.

25. If You Forget Your Password

Getting back in.

Forgetting a password is ordinary. Everybody does it. The payment site should have a link near the sign-in boxes, often worded like Forgot Password, that helps you get back in.

- 1 Go to the sign-in page, starting from auroraoh.com.
- 2 Click the link for a forgotten password.
- 3 Enter the email address you used to register.
- 4 Open your email and find the message.
- 5 Click the link in that message, or type in the code it gives.
- 6 Choose a new password and write it in your notebook.
- 7 Sign in with the new password.

If the email does not appear after a couple of minutes, look in your spam or junk folder. Also check that you typed your email correctly.

It is worth knowing that a real reset email arrives only after you asked for one. If a message tells you to reset a password and you never asked, do not click it.

GOOD TO KNOW

You do not need to be signed in to pay. If getting back in is a hassle, you can also pay by phone, by mail, or at the office while you sort it out.

26. If You Are Locked Out or Your Account Is Not Found

Staying calm and checking the basics.

Sometimes the site says it cannot find your account, or it locks you out after several wrong tries. This is a safety feature. It is not a disaster, and usually a short wait or a second look at what you typed fixes it.

- Check Caps Lock, which makes every letter a capital.
- Type your account number exactly as printed on the newest bill.
- Make sure you used the same email you registered with.
- Wait a little while, then try once more.

- Make sure you started from the city's real website.

If the system still says no account exists, your account number may have changed, or your bill may have a number that differs from an older bill. Use the latest one.

When nothing works, the Water Department office is the right place to ask. They can confirm your account number and tell you what the website needs.

Another quick check is to make sure you are not mixing up your water account with an electric or gas account. They have different numbers and different websites. It is easy to grab the wrong bill from the pile.

TIP

Write down the exact words of any error message before you call. It helps the person on the phone understand your problem faster.

27. Phone, Tablet, or Computer

Use whatever feels comfortable.

You can pay your bill on a phone, a tablet, or a computer. The steps are the same, though the buttons may sit in different places on a small screen.

A computer has a bigger screen and a real keyboard, which many people prefer for typing card numbers. A phone is handy because it is always with you. A tablet sits happily in between.

- Computer: bigger screen, easier typing.
- Tablet: large and touch-friendly.
- Phone: convenient, but small, so zoom in.

If you start on one device and get stuck, you can try again on another. Your account lives on the payment site, not inside the device.

Whichever you choose, keep your device updated and use a screen lock. If you pay on a phone, avoid free public Wi-Fi in a coffee shop. Your own home network, or your phone's cellular data, is safer for payments.

If you are unsure which to use, begin with the one you already use every day for email or photos. Familiar tools feel calmer, and calm makes mistakes less likely. You can always try another device later.

GOOD TO KNOW

Some payment sites may also have an app. I would rather you use the website you reach from auroraoh.com, unless the city's own page points you to an app.

28. Making the Text Bigger

Easier on the eyes.

Small print is a common frustration, and you do not have to squint. Every browser can enlarge a page, and it takes just a second.

- On a computer, hold the Control key (or Command on a Mac) and press the plus key.
- Press Control and zero to go back to normal size.
- On a phone or tablet, spread two fingers apart on the screen.
- Your device settings can make text larger everywhere at once.

Enlarging a page does not change how the payment works. It only changes how it looks to you. Make it as large as you like.

You can also make the mouse pointer bigger, and turn on high contrast, in your computer's accessibility settings. If you want help finding them, call me and I will walk you through it.

Before you type card numbers, zoom in so you can clearly see each digit in the box. A misread number is a common reason for payment trouble.

TIP

If a screen feels too crowded, zoom in until only one or two boxes fill the screen. It becomes much calmer.

29. Using a Library or Public Computer

No home computer? No problem.

If you do not have a computer at home, a public library or a senior center may let you use one for free. You can look up your bill and, if you wish, pay it there. The staff are usually glad to help with the basics.

A public computer is fine for a quick look, but I recommend extra care when payments are involved. Anyone can use the same machine after you.

- Never let the browser save your password.
- Sign out completely when you finish.

- Close the browser window before you leave.
- Do not leave printed pages at the printer.
- Think about paying by phone or in person instead.

For anything with a card number, you may feel more comfortable doing it from your own device, or by using one of the other options. That is a sound instinct.

Librarians are used to helping people with exactly this kind of task, and they will not mind a question. Ask politely whether they can show you how to print a page, and bring your bill so you do not have to rely on memory.

WATCH OUT

If a public computer offers to remember your login or card, say no every time.

30. Scams That Use Utility Bills

How to spot a fake.

Scammers love utility bills, because everyone has one and everyone fears a shutoff. The tricks change, but the shapes stay the same. Once you know them, they are easy to ignore.

- A call or text saying your water will be shut off in an hour unless you pay now.
- A demand to pay with gift cards, a wire transfer, or a payment app.
- An email with a link to a look-alike payment page.
- A caller who asks for your password or a code sent to your phone.
- A visitor at your door claiming to be from the utility and demanding payment.

A real utility does not demand gift cards. It does not threaten to cut off service within minutes. It does not ask you to read back a security code.

If anything feels off, hang up. Then find your bill, and call the number printed on it, or the Water Department office number from the city's website.

WATCH OUT

Never give a password, a one-time code, or card details to someone who contacted you first. If you did already, call your bank right away, then call me.

31. Helping a Family Member

Setting it up together.

Many adult children help a parent with online bill payment, and that can be a real relief for everyone. The goal is to help, while leaving your parent in charge of their own money.

Sit together at their computer. Let them type their own password if they are able, while you read the steps aloud. That way the account is theirs, and they can get in when you are not there.

- Use their email address, not yours, if possible.
- Write down the login in a notebook they can find.
- Show them where the confirmation appears.
- Explain the scams in this guide.
- Agree on who calls the office if there is a problem.

If you pay a bill for someone, keep the confirmation and share it with them. Open communication prevents mix-ups.

Take the time to explain each step in plain words and do not rush. A parent who understands what is happening feels safer, and is much less likely to be fooled by a scam later on. Patience is the best gift you can bring.

GOOD TO KNOW

If a family member can no longer manage their own bills, ask the office how they handle someone acting on another person's behalf. Do not just share a login without talking to the office.

32. Privacy and Keeping Records

Protecting what you share.

When you pay a bill, you share a name, an address, and payment details. Keeping that information safe is mostly a matter of a few good habits.

- Check for a padlock symbol and the right address before typing a card number.
- Never email your card number or password.
- Sign out when you are done, especially on shared devices.
- Shred old bills that show your account number.
- Review your bank or card statement for unfamiliar charges.

Keep a simple folder of paid bills and confirmations. A year or so of records is plenty for most households, but you can keep them longer if you like.

The folder can also hold a sheet with your account number, your sign-in email, and the office phone number. Leave your actual password somewhere else, like a home notebook.

When you throw out an old bill, tear it up or shred it first, since the account number and address are printed on it. A small shredder is inexpensive, and a good pair of scissors is better than tossing the page whole.

TIP

Check your statements monthly. If a charge looks strange, call your bank. Early notice makes problems easier to fix.

33. A Troubleshooting Checklist

When nothing seems to work.

When a website misbehaves, the urge is to click harder. A better plan is to step back and work through a short list. Most problems turn out to be small.

- 1 Check that you are on the real site, which starts at auroraoh.com.
- 2 Make sure your internet connection is working by opening another page.
- 3 Check that the account number matches your newest bill.
- 4 Look for Caps Lock and retype your password.
- 5 Close the browser completely and open it again.
- 6 Try a different browser or another device.
- 7 Wait a few minutes and try once more.

If a payment page says something went wrong, do not keep submitting. Check your email and your bank before trying again, so you do not pay twice.

When you are still stuck, switch to a different payment method. Phone, mail, and the office are always there, and they get your bill paid just as well.

It also helps to take a short break. Stepping away for a few minutes, having a cup of tea, and returning with fresh eyes often makes the problem obvious. Nothing here is urgent enough to rush, as long as you pay by the due date.

GOOD TO KNOW

The Water Department office, 330-995-9109, can help with account questions. For help with the computer side, that is me, and my number is (330) 200-8042.

34. Plain Questions and Answers

What neighbors ask me most.

Q: Do I have to pay online? A: No. Phone, mail, the drop box, and the office counter are all options listed by the city.

Q: Is Invoice Cloud really the city's? A: The City of Aurora lists it on its own payment options page. Reach it by typing auroraoh.com yourself and following the link from there.

Q: Will I be charged extra? A: Some methods may carry a small fee. The review screen should show it, and the city's page explains the details.

Q: What if I pay twice by mistake? A: Keep both confirmations and call the Water Department office. Do not ignore it.

Q: Does the city accept cards at the counter? A: The city's page says the office does not take cards, so bring a check or other accepted payment.

Q: Can my son or daughter help? A: Yes. Just let the account stay in your name.

Q: What if I do not have an email address? A: Online accounts usually need one, but phone, mail, and in-person payments do not. A free email address can be set up with my help, if you want one.

TIP

If your question is not here, call me. A few minutes on the phone often clears up a worry that has bothered you for days.

CHEAT SHEET

Everyday Cheat Sheet

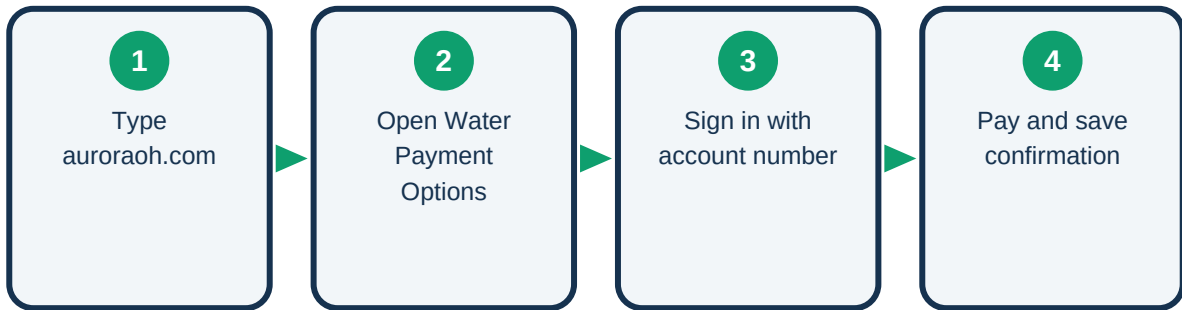
Keep this by the computer. I want to... Find the real site: type auroraoh.com myself. Find my account number: look near my name on the newest bill. Pay online: use the payment link on the city's water payment options page. Pay by phone: use the number printed on my bill or the city's page. Pay in person: bring a check or money order to the Water Department office. Fix a password: use the forgot password link. Check a high bill: look for leaks, then call the office at 330-995-9109. Get help: call Bill at (330) 200-8042.

AT A GLANCE

A Picture to Follow Along

Paying Your Water Bill Online

Start at the city's own website.



Always start at the address you typed.

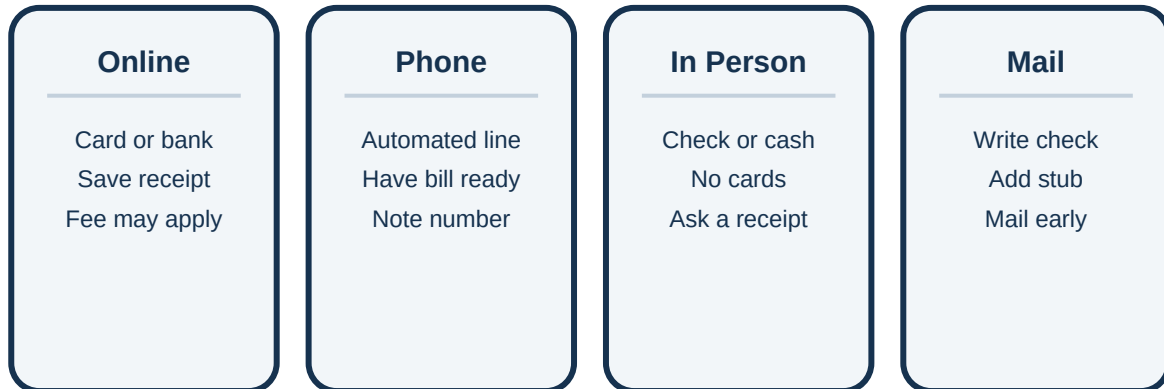
Illustration - details vary by device, plan, and provider. Always check your own setup.

AT A GLANCE

A Second Look

Ways to Pay Your Bill

Pick the one that feels comfortable.



Online is only one choice among several.

Illustration - details vary by device, plan, and provider. Always check your own setup.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: billshometech.com/book · bill@billshometech.com

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.