

1. At water.shelbyal.com select “View or Pay My Account.”

The screenshot shows the website's navigation menu with the following items: County Government, Departments, Home, Online Services, and DiscoverShelby. The main content area features the 'WATER SERVICES' section, which includes contact information for the Customer Service Office and a list of services. A yellow arrow points to the 'View or Pay My Account' link in the left-hand navigation menu.

County Government **Departments** **Home** **Online Services** **DiscoverShelby**

SHELBY COUNTY ALABAMA

How can we help you?

View or Pay My Account ← [Home](#) > [Water Services](#)

- How To Set Up Auto Pay
- Request Online Billing
- Request To Cancel Water Service
- New/Transfer Water Service Information
- Rates & Fees
- Water Services Documents

WATER SERVICES

Our Customer Service Office is now located within the License Office at:
Shelby County Services Building
19220 Highway 280 Ste 101
Birmingham, AL 35242-6755

EFFECTIVE January 1, 2022, we will no longer hang door tags for past due accounts. To continue to receive notifications, please provide us with the most up to date contact information.

To view your account or make a payment, [please click here.](#)

For water services at an **existing meter**, the owner or owner's executor must sign a water user's agreement and provide all of the following:

- A completed deed for the service address
- Either an Alabama Driver's License, Star ID, or two forms of US government issued ID
- Social security number or tax identification number
- Retail Water Refundable Deposit of \$150.00

Contact Us

Customer Service Office:
19220 Highway 280 Ste 101
Birmingham, AL 35242-6755
[Driving Directions](#)

Hours: Mon – Fri, 8-4:30, except County Holidays
Email: cs-water@shelbyal.com
Phone: (205) 678-2818
Fax: (205) 670-6825

Pay Bill by Phone:
866-419-2896
(Have Customer and Pin Number Ready)

Administration/Engineering:
(205) 670-6540

After-Hours Emergencies:
(205) 438-3729
(205) 317-4132
(256) 378-5962

2. Register your account using your customer number and PIN.

The screenshot shows the login page with a navigation menu on the left containing 'Pay Bill', 'Register', and 'Contact Us'. The main content area features a 'Welcome to our new online bill payment site!' message and a registration form. A yellow arrow points to the 'Register' button in the login form.

SHELBY COUNTY WATER

Shelby County Water

Welcome to our new online bill payment site!

We now provide:

- Online payments with real-time posting to your utility account
- Detailed billing history
- Usage information and graphs
- Easily manage multiple accounts

Although our in-person customer contact remains limited due to the COVID-19 pandemic, we're working to provide new online features to make it easier to pay and view your utility bill.

Customer #

PIN

[Where is my PIN?](#)

Quick Pay

Pay your bill now without a login

Your customer number and PIN are printed on your utility bill. [Where is my PIN?](#)

Email

Password

[Find my password](#)

Login

Register ←

Login to pay your utility bill, view billing history, set up auto payments, save payment methods, manage multiple utility accounts, and use other features.



\$ Pay Bill

➔ Register

✉ Contact Us

1 Enter your email address and choose a strong password. Your email address will be your login.

Email Address

Password

👁 Show Passwords

Repeat Password

2 Enter your account number and PIN. (If you have more than one account, you can add more accounts after registering.)

Customer Number PIN

[Where is my PIN?](#)

3 Provide your profile information.

First Name (Optional)

Last Name (or Business/Organization)

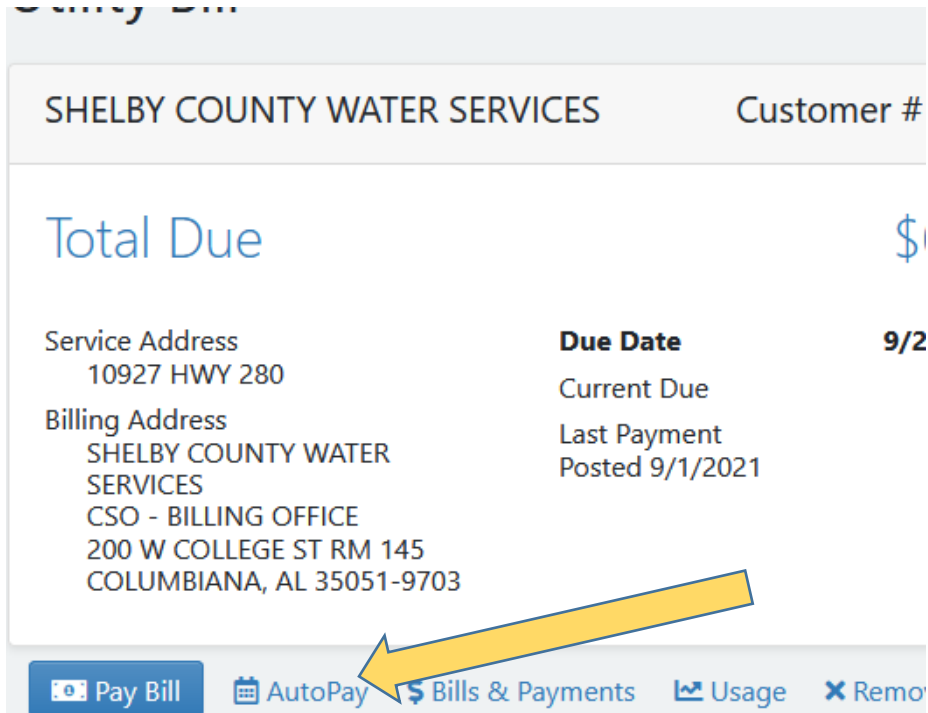
Phone

Extension

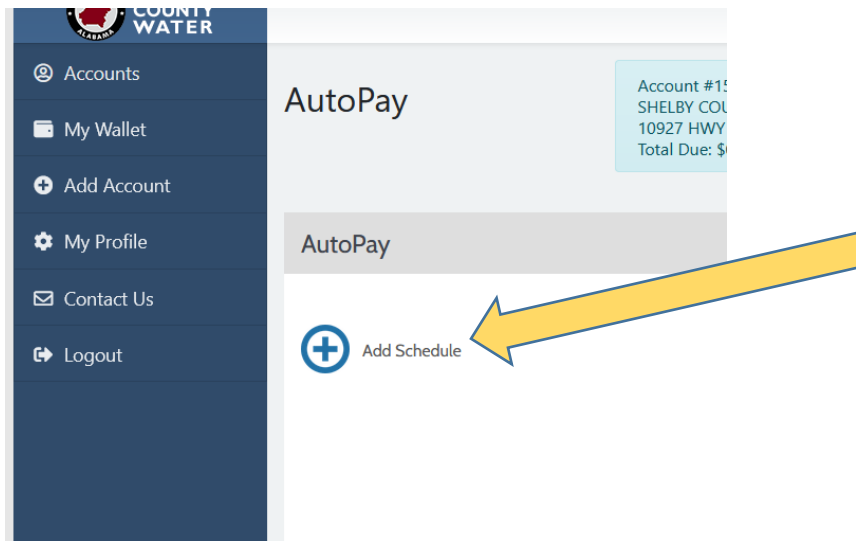
Register



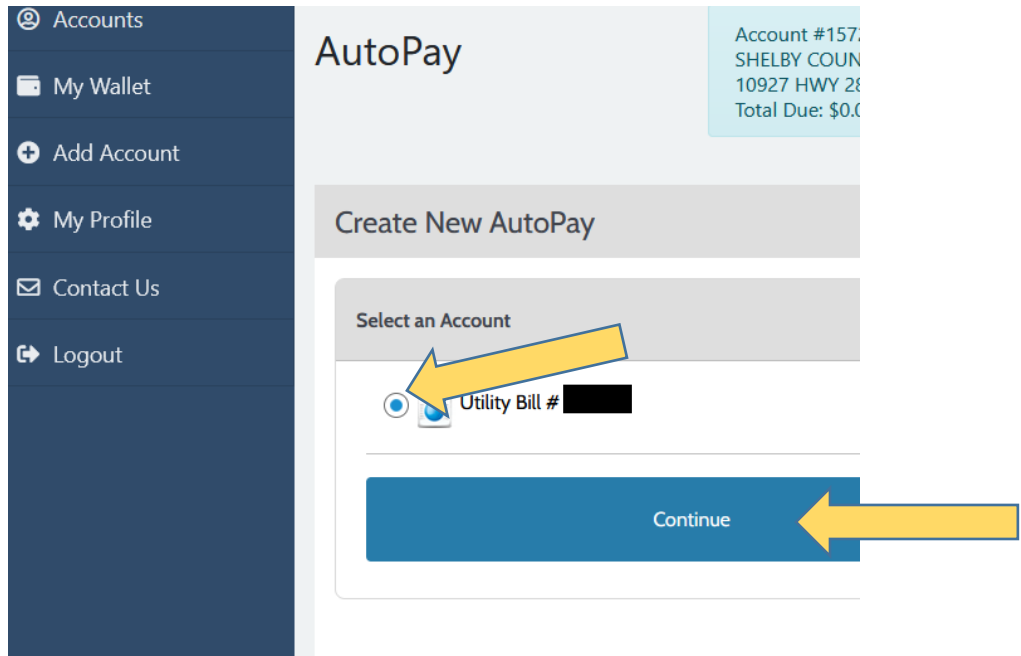
- Once registered, login to your account using your email and the password you created. Select the AutoPay option.



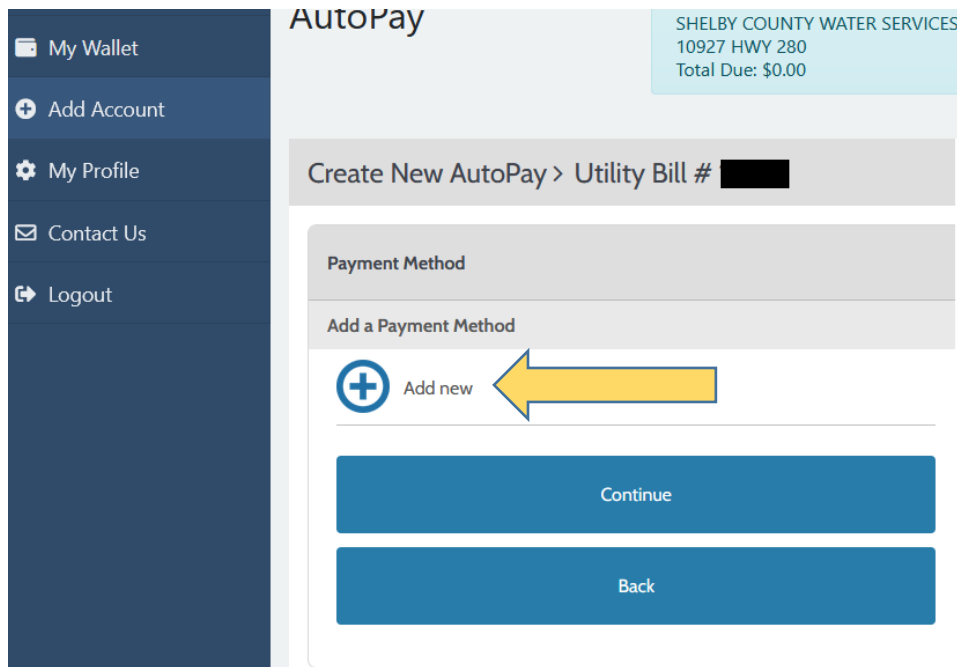
- Select "Add Schedule."



5. Select "Utility Bill" and Continue.



6. Select "Add New" and Continue.



7. Choose your payment method of E-check (checking account), Debit, or Credit. Enter account information for the payment type, check the box to “authorize payment” and select “Add.”

SHELBY COUNTY WATER

Accounts
My Wallet
Add Account
My Profile
Contact Us
Logout

Add Payment Method

E-Check Debit Credit

echeck

Where can I find my routing and account number?

⑆ 123451234 ⑆ 3218235 ⑆ 5284 ⑆ 123451234 ⑆ 5284 ⑆ 3218235 ⑆

Routing Account Check OR Routing Check Account

Account Type
 Checking Savings

Routing Number **Account Number**

Bank Name **Name on Account**

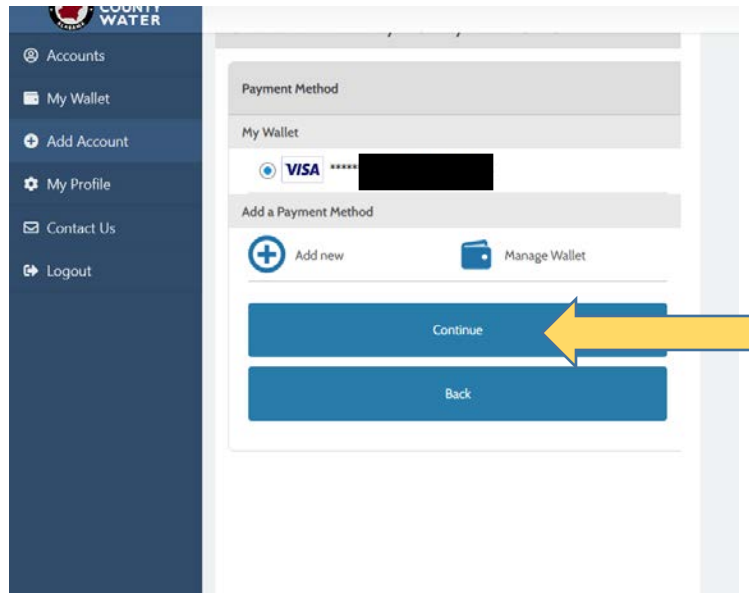
[View Authorization Agreement for direct debit payment \(ACH Debit\).](#)

I authorize ACH direct debit payment (ACH Debit).

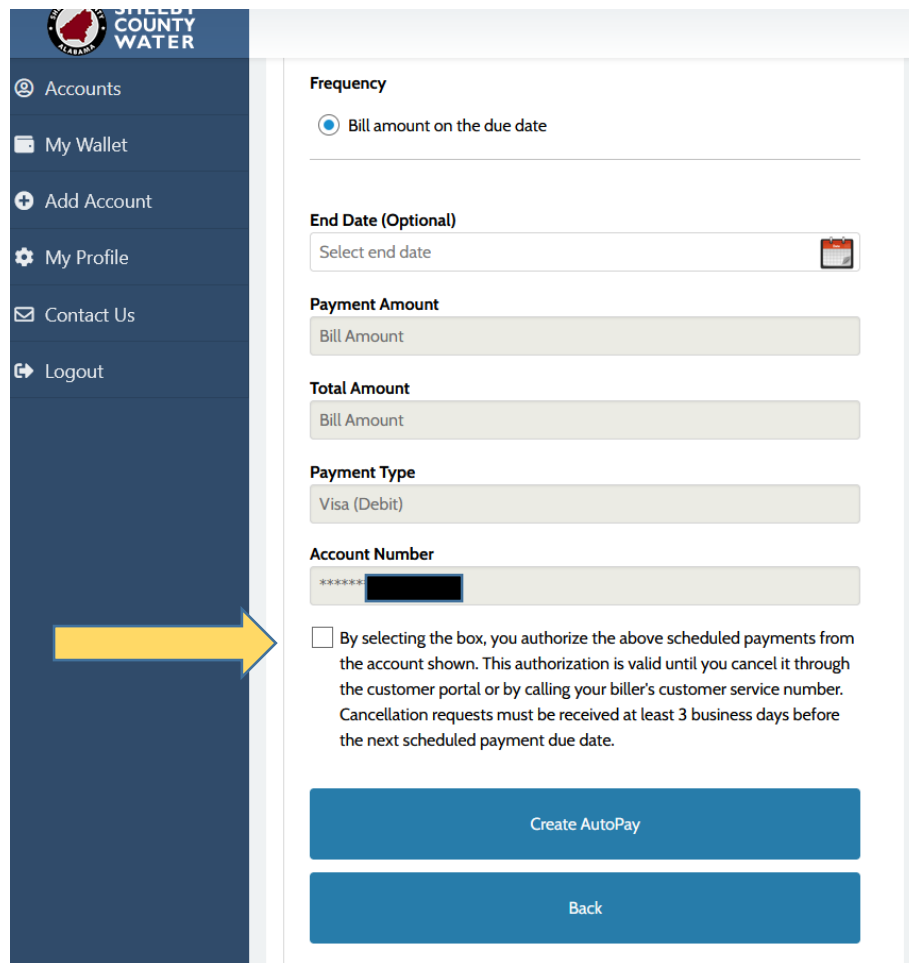
Add

Back

8. On the following screen, review your payment method and select “Continue.”



9. Review the current screen. Frequency will be the due date. Leave the end date blank if you would like your auto pay active for future payments. Select the box to authorize the scheduled payments. Select “Create AutoPay.”



10. You will then receive confirmation that auto-pay is active and scheduled.

The screenshot shows a web browser window with the URL <https://shelbyal.payub.com/Account/AutoPay/15723>. The page features a dark blue sidebar on the left with the following menu items: Accounts, My Wallet, Add Account, My Profile, Contact Us, and Logout. The main content area is titled "Schedule Created" and contains the following information:

Confirmation #	4591101
Payment Type	Utility Bill
Account #	[REDACTED]
Payment Method	Visa (Debit) ***** [REDACTED]
Start Date	Sep 2, 2021
Frequency	Bill amount on the due date
Payment Amount	Bill Amount
Total Amount	Bill Amount

At the bottom of the confirmation area, there are two blue buttons: "Print" and "Back to AutoPay".