

*my***carmel**utilities.com

How To Register Your Account

We're excited to show you what's possible on the new customer portal, but the most important thing is this: you can pay your bill. Anytime. From anywhere. Easy.



To fully utilize all the options available, customers will need to register at the new portal. We realize this is inconvenient, but the requirement is necessary for Carmel Utilities and our partners to maintain the data privacy that protects your identity, your account data, and your payment information.

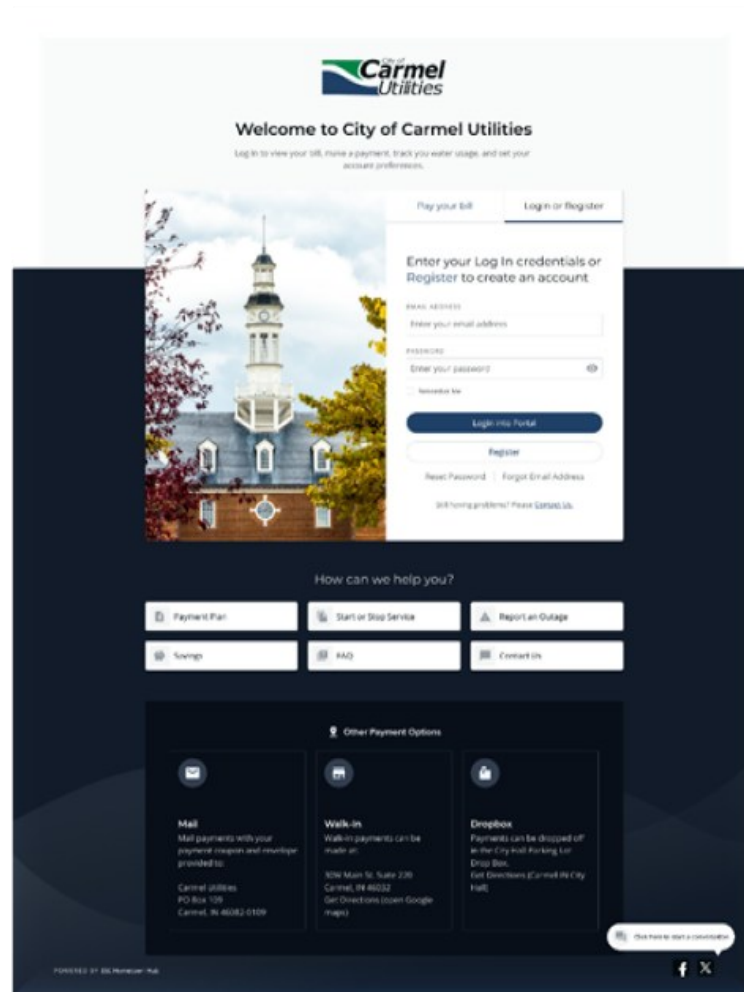
Please note: You can pay a bill and even enroll in autopay without registering. However, to access user data, keep payment information on file, or un-enroll in autopay, you must be registered.

Registration is simple. Just follow this quick guide:

mycarmelutilities.com

Step 1 Navigate to mycarmelutilities.com

Step 1: Navigate to the website mycarmelutilities.com on your web browser.



mycarmelutilities.com

Steps 2 & 3 Begin Registration

Step 2: Already a Carmel Utilities customer? If so, click the **REGISTER** button.

Not an existing customer but trying to start service? Click the **START SERVICE** button under the “How can we help you” banner.

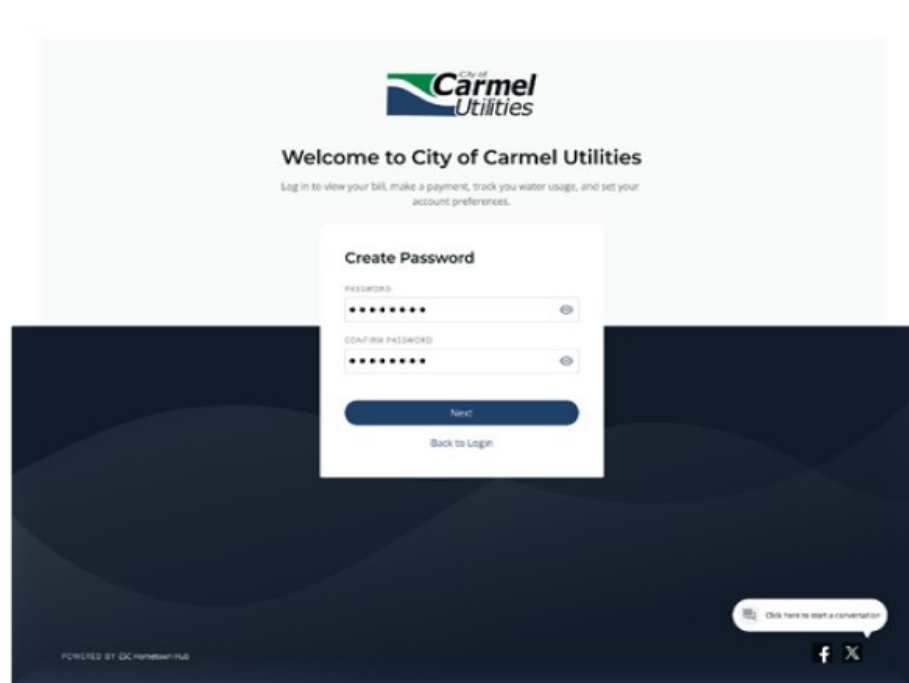
Step 3: Next, the system will ask for your account number, email address, and zip code. Your account number can be found on the upper right corner of your paper bill

Account	1234576890
Amount Due	\$160.85
Due Date	09/23/25
Amount After Due Date	\$164.95

Hit the **NEXT** button when you’re finished entering account number, email address, and zip code.

Steps 4 & 5 Create Password & Confirm

Step 4: In the next section, you will create a new password and confirm it. (The system will let you know password requirements like length and special characters.) When you are finished, click the **CONFIRM PASSWORD** button.

A screenshot of the City of Carmel Utilities website's password creation interface. The page features the City of Carmel Utilities logo at the top center, followed by the text "Welcome to City of Carmel Utilities" and a sub-header "Log in to view your bill, make a payment, track your water usage, and set your account preferences." Below this is a white "Create Password" form with two input fields: "PASSWORD" and "CONFIRM PASSWORD", both containing masked characters (dots). To the right of each field is an eye icon for toggling visibility. Below the fields are two buttons: a blue "Next" button and a "Back to Login" link. The background is dark blue with a light blue wave pattern. At the bottom left, it says "POWERED BY ECHOMEDIA/HUB", and at the bottom right, there is a "Click here to start a conversation" button and social media icons for Facebook and X.

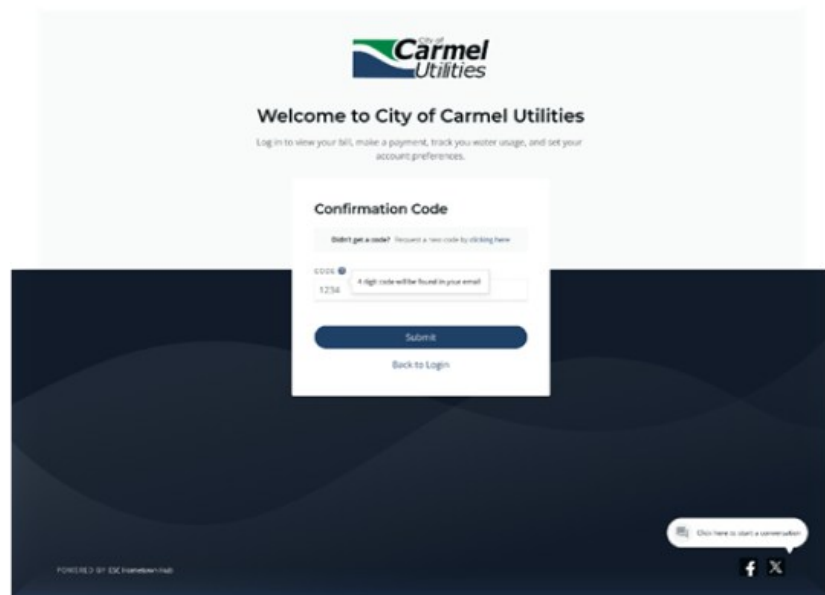
Step 5: The system will send an access code to the email address you provided in step 3. Navigate to your email to access the code in a separate browser window.

WARNING: The code may end up in your email's spam/junk folder with certain system settings/parameters in place; so please check the spam folder if you don't see the code in your inbox.

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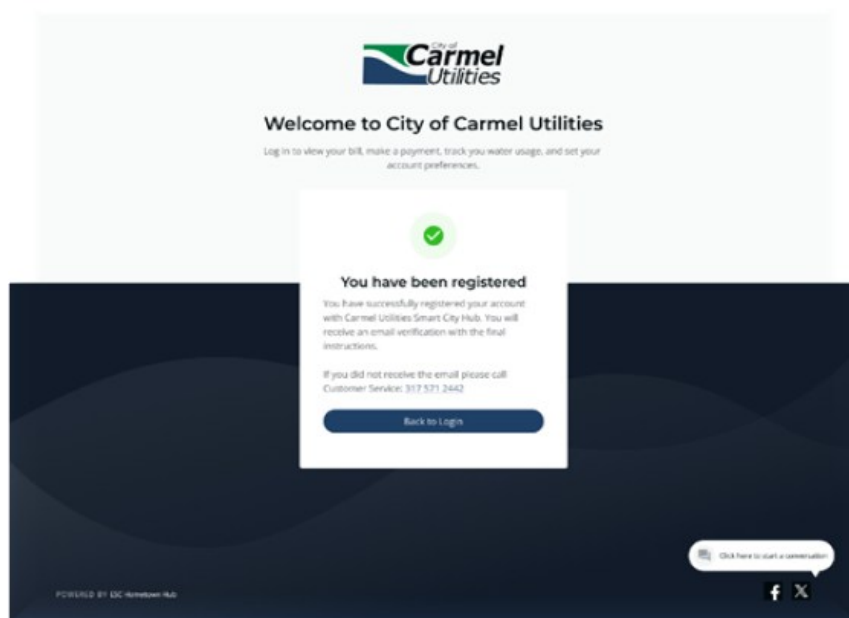
Step 6 Confirmation

Then, enter that code in the box marked **CODE** at mycarmelutilities.com and click the **CONFIRM** button.



The screenshot shows the City of Carmel Utilities website. At the top, the logo for City of Carmel Utilities is displayed. Below the logo, the text reads "Welcome to City of Carmel Utilities" and "Log in to view your bill, make a payment, track your water usage, and set your account preferences." The main content area is a white box titled "Confirmation Code". Inside this box, there is a link that says "Didn't get a code? Request a new code by clicking here". Below this is a text input field labeled "CODE" with the value "1234" and a note that says "4 digit code will be found in your email". A blue "Submit" button is positioned below the input field, and a "Back to Login" link is at the bottom of the box. In the bottom right corner of the page, there is a chat bubble that says "Click here to start a conversation" and social media icons for Facebook and Twitter. At the bottom left, it says "POWERED BY: EMC Hardware Hub".

You will see a green check mark and the note “You have been registered.” It’s that simple!



The screenshot shows the City of Carmel Utilities website after successful registration. The logo and welcome text are the same as in the previous screenshot. The main content area is a white box with a green checkmark icon at the top. Below the icon, the text reads "You have been registered" and "You have successfully registered your account with Carmel Utilities Smart City Hub. You will receive an email verification with the final instructions." Below this, there is a note that says "If you did not receive the email please call Customer Service: 317.571.2642". A blue "Back to Login" button is positioned at the bottom of the box. The chat bubble and social media icons are in the bottom right corner, and the "POWERED BY: EMC Hardware Hub" text is in the bottom left corner.