Volusia County Utilities has upgraded to an improved e-bill service that allows customers to manage their accounts and view and pay their bills online. Enrollment is easy and takes only a few minutes. Customers will need their Billing ID (not the account number) and last name to create a username and password for the new account. Follow the below steps:

1. To register go to www.volusia.org/wateronline
2. Select “New User” to open registration screen (right).
3. Create a username and password to login to your account.
4. If you need assistance, please contact Utilities Customer Service at (386) 736-5971.

The new service is a significant upgrade with more features such as:
- The ability to change your mailing address and phone number
- Usage records for the previous 12 months
- Copies of prior statements beginning with September 2014

Below is what the new account information screen looks like. All account information is clearly displayed and statements and meter read history are readily accessible.