

Accessing PU Online Services

1. Go to **www.vbgov.com/puonlineservices** and select 'Login to manage your account'.
2. Select 'First-Time User Sign Up'.

The screenshot shows the 'Customer Portal' header with the Virginia Beach logo and navigation links. The main heading reads 'Welcome to the Virginia Beach Customer Web Portal' and 'Your Gateway to VA Beach Services'. A consent statement is displayed: 'By clicking the "Log in" button below, I agree with the Terms of Use and consent to the collection and use of my personal information in accordance with the Privacy Policy for this website.' Below this are two input fields: 'Email' with the placeholder 'email address' and 'Password' with the placeholder 'password'. A 'Log In' button is centered below the fields. At the bottom of the form area, there are two buttons: 'First-Time User Sign Up' and 'Forgot Password?'.

3. Enter your email address and create a security question, then select 'Create User'.

The screenshot shows the 'Customer Portal' header and the heading 'Sign Up for Your New Account'. The main instruction is 'Enter an email address; select a security question and enter security answer.' There are three input fields: 'Email' with the placeholder 'Email', 'Question' with a dropdown menu showing 'In which city were you born?', and 'Security Answer' with the placeholder 'Answer'. At the bottom of the form area, there are two buttons: 'Create User' and 'Cancel'.

4. Check your email for a temporary password.

The screenshot shows the 'Customer Portal' header and the heading 'Sign Up for Your New Account'. A message box contains the text: 'Your account has been successfully created. Please check your email to continue the registration process.' A 'Log in' button is centered below the message box.

5. Enter your email and the temporary password that was emailed to you.

The screenshot shows the 'Customer Portal' header with the Virginia Beach logo and navigation links. The main heading reads 'Welcome to the Virginia Beach Customer Web Portal' and 'Your Gateway to VA Beach Services'. A consent statement is displayed: 'By clicking the "Log in" button below, I agree with the Terms of Use and consent to the collection and use of my personal information in accordance with the Privacy Policy for this website.' Below this are two input fields: 'Email' with the placeholder 'email address' and 'Password' with the placeholder 'password'. A 'Log In' button is centered below the fields. At the bottom of the form area, there are two buttons: 'First-Time User Sign Up' and 'Forgot Password?'.

6. Enter the temporary (current) password, enter and confirm what you would like your new password to be, and then answer your security question. Select 'Change Password'

Change Password

Password must be at least 7 characters long and contain at least:
1 letter
and 1 numeric character
and 1 special character such as: ! _ @ # \$ %
The character '&' is not allowed to be part of the password.
The character '<' followed by a **LETTER** is not allowed to be part of the password.

Password	Current Password
New Password	New Password
Confirm	New Password
Question	In which city did you meet your spouse/significant other?
Security Answer	Answer

7. Select 'Continue'

Change Password

Your password has been changed.
This new password will take effect, next time you login.

8. Enter your profile information, agree to the Terms of Use, and select 'Next'

View/Edit Profile

Enter profile information below. When done click the "Next" button.
Fields that have * are required.

First *	Enter First Name	MI	MI	Last *	Enter Last Name
Address	U.S. Non-U.S.				
Phone*	757	555-1234	Alt Phone	757	555-1234
House/Bldg# *	House/Bldg#		Unit Type		
Pre Dir			Unit #		
Street *	Street Name		City *	Virginia Beach	
Suffix			State *	VA	
Post Dir			Zip *	5 or 9 digits	

I agree to the [Terms of Use](#) and use of my personal information in accordance with the [Privacy Policy](#) for this website.

9. Review your entered information and select 'Finish'

View/Edit Profile

Name	Wayne Drop
Address	1006 Faucet Blvd
	Virginia Beach, VA 23456
Primary Phone	757-111-1111
Alternate Phone	757-222-2222

Please review the information above.

If changes need to be made click the "Previous" button.
If you do not want to save changes, click "Cancel" button.
Click "Finish" to update your profile.

10. In order to submit service requests, you will need to enroll your account. Enter your account number and street number, then select 'Next.'

My Profile
Log out
View/Update Profile
Change Password
Customer Portal Home
View/Enroll Accounts

Account Management
View Account Information
View Account Balance
View Billing Statements
View Payment History
View Consumption History
Update Customer Name
Update Secondary Names
Update Phone Numbers
Update Billing Address
Go Paperless
Pay Online
Manage Automatic Payments

Account Enrollment

NOTE: You currently do not have any enrolled accounts. In order to perform most Account Management tasks and submit account-specific Service Requests, you will need to enroll your account first.

Enroll an Account

Please provide the following information in order to enroll each account with Public Utilities Online Services.

Account Number:
Enter your 16-digit Account Number (000-#####-0#####); dashes are optional.

Street Number:
Enter the house/building number for the account.

[Show me where I can find the above information in my billing statement.](#)

In order to process this request and generate a tracking number, you must complete each screen and click submit.

Next Cancel

11. Once you have answered the questions from the previous step, you are able to access PU Online Services.

My Profile
Log out
View/Update Profile
Change Password
Customer Portal Home
View/Enroll Accounts

Account Management
View Account Information
View Account Balance
View Billing Statements
View Payment History
View Consumption History
Update Customer Name
Update Secondary Names
Update Phone Numbers
Update Billing Address
Go Paperless
Pay Online
Manage Automatic Payments

Service Requests
My Service Requests — Check the status of your service requests.
My Messages — View messages from Public Utilities regarding your service requests.
Start Service — Enter your desired start service date, address, and verification information to start service.
Stop Service — Enter your desired turn-off date, your account, and contact information to discontinue service.
Transfer Service — Enter your desired transfer dates, your account, and contact information to transfer service.
Request Bill Adjustment — Complete the Repaired Leak Form to request a bill adjustment.
Water Pressure Problem — Complete the Water Pressure Problem Form to request that an employee come to your home to assess the issue.
Other Inquiries — For inquiries not listed, describe the issue and you will be helped as soon as possible.

Information
About Online Services
Understanding Your Bill
Common Questions

Open an Account/Start Service Request

Open an Account/Start Service Request Form

The following information is required in order to establish a new account. In order to process this request and generate a tracking number, you must complete each screen and click submit.

Are you moving within Virginia Beach and need to transfer service from an existing address to a new address in the next 30 calendar days?
 Yes No

When would you like service to start? 03/23/2020, Monday ▾
Service cannot be started on Saturdays, Sundays and holidays. Requests must be made at least 2 business days prior to requested start date, but no more than 30 calendar days in advance.

Service will not be left on if water is observed to be flowing continuously through the meter.
Please ensure all faucets, spigots and toilets are turned off.

If you have or have had an account with the Virginia Beach Department of Public Utilities, please provide the street address:

Next Cancel