



Utility Billing Online Account Setup

The Town of Westlake is pleased to offer account management online. Bank drafts are offered as a free service to our residents, and there is a 3% transaction fee for recurring credit card drafts. Bills are drafted on the due date each month.

To set up your online account, follow these steps:

1. Visit our website at www.westlaketx.gov
2. In the blue ribbon at the bottom of the page, find the PAY UTILITY BILL button
3. This will take you to our online account management site. If you do not want to sign up for recurring bank draft, and would rather pay online each month, this is a good place to add a bookmark.
4. Your account number is in the upper right-hand corner of your bill under "Account Information"
5. Your Password/PIN is located just under your account number on your bill.
6. Once you are logged in, you should see a basic overview of your account. If you hover your mouse over the "Action to Perform" button (top left), you will see a menu pop up.
7. Under "Register for Additional Services," you will find the option to change your password.

*****You must change your password before the system will allow you to pay online*****

All account information entered by you and transmitted when you make a payment or account update is protected by an encryption using Secure Socket Layer technology (SSL). SSL encrypts your cardholder data to avoid the decoding by anyone other than the payment server.

If you forget your PIN, you can attempt the "Forgot Password" function or just contact us here at Town Hall. We can reset your password easily.

This is also a great opportunity to sign up for e-bills! Navigate to "change basic account information." The third section will contain your email preferences.

Please add this email address to your contacts to ensure you receive your bills: westlake_ub@mail.stwapps.com

You can access a help document by clicking on the square "how to" button on the home page. And as always, you can also contact us here at Town Hall if you require assistance.

Dianna Orendor
Utility & Facility Coordinator
817.490.5732

Updated 10/10/2019