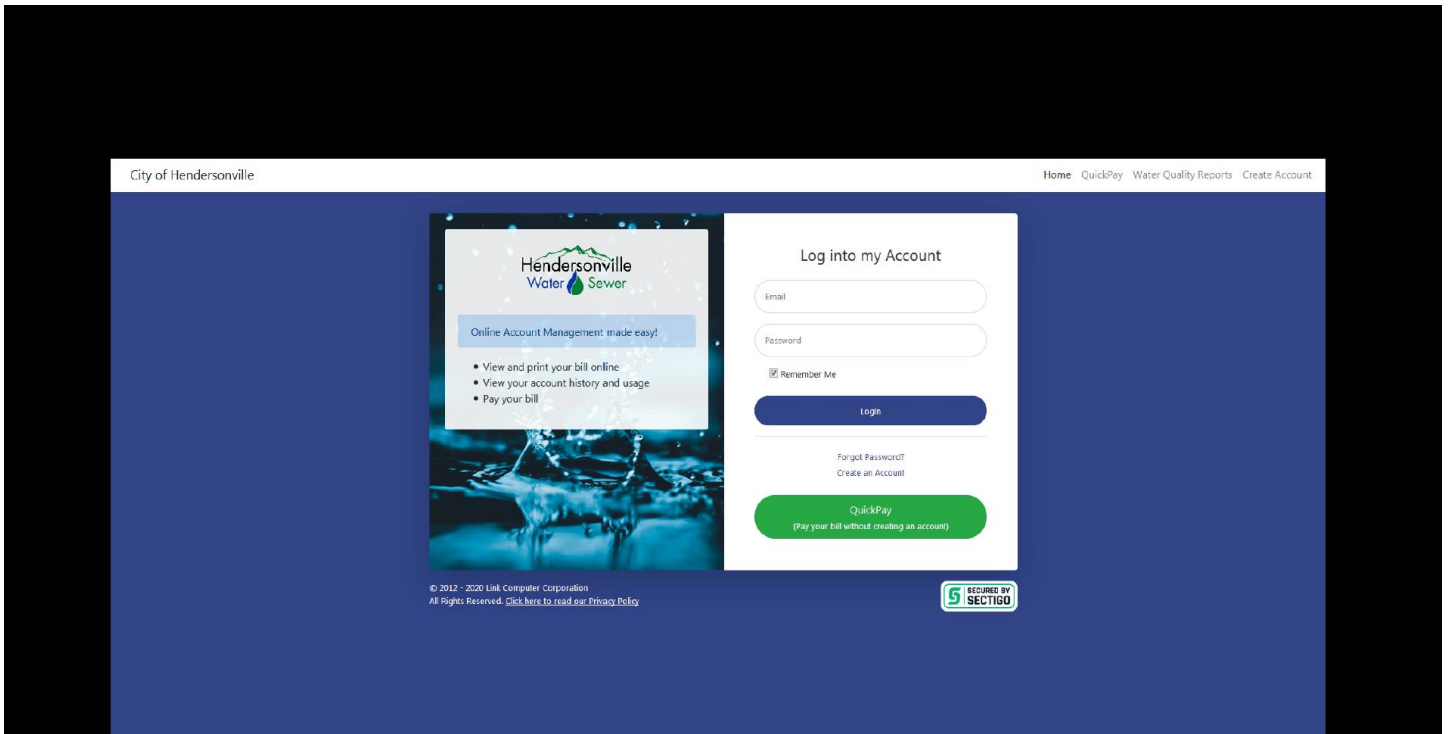




## City of Hendersonville Customer Portal Instructions

To locate the new customer payment portal, visit the City website at [www.hendersonvillenc.gov](http://www.hendersonvillenc.gov). In the middle of the home page locate Pay My Bill. Click on the View or Pay My Bill to be redirected to the customer portal. Click on the New Payment Portal. You will be redirected to the portal payment website to create an account or use Quickpay.

This is the home page of the payment portal. You may create an account or pay your bill by Quickpay. You will need to locate a current utility bill so that you can locate the account and customer number on the bill. These numbers are located at the top right-hand corner of your bill. The account numbers have a prefix at the end of each account. If you are unable to locate your account and customer number, please call Customer Service at 828-697-3052.



To create an account, click Create an Account. You will be directed to the following window to complete the registration process.



## Create an Account

Register Account

[Forgot Password?](#)

[Already have an account? Login!](#)

You have successfully registered your account. A verification email has been sent to your email address. Please check your inbox. The verification email will expire in 4 hours. You must verify your account before you can sign in. X

Customers will receive an email to verify account reregistration from Authority Pay.

The email verification process must be completed before accessing the account. The email verification is valid for 4 hours. (This email may be in Spam folder)

## Account registration for City of Hendersonville



no-reply@authoritypay.com  
To Customer Service

**Be Advised: This email originated from outside of the Hendersonville**

Hello Jennifer Musselwhite,

Follow the link below to verify your email and finish your account registration:

[https://hvlnc.authoritypay.com/user/verify-registration?token=6ZlyGDHVSdsMjp4EvpwyCPQoost3b\\_1591018718](https://hvlnc.authoritypay.com/user/verify-registration?token=6ZlyGDHVSdsMjp4EvpwyCPQoost3b_1591018718)

City of Hendersonville

[Home](#) [QuickPay](#) [Water Quality Reports](#) [Create Account](#)

Hendersonville  
Water Sewer

Account Verification

Click To Verify

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SECURED BY  
SECTIGO

City of Hendersonville

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Your account and email have been verified. You can now login to manage your account. X

Customers may now return to the main page of the payment portal. Customers can now access the account. If you have multiple accounts, you will only need to complete the account registration process one time. Customers can link multiple accounts under one portal login. If you have any questions, please contact Customer Service.