City of Lake Jackson Online Services

Utility Bill Pay

How to find our Payment Portal:

Navigate to the web address: **https://lkjk.govnow.com**
Click the link to the **Online Payments** link on the city webpage: **http://www.lakejackson-tx.gov**.

How to set up an account:

You will need:

1. Your utility account number, found on your utility bill and noted by the highlight in this image.

2. An email address for receiving notifications and to use as your user ID.

3. Minimum recommended web browsers: Internet Exlporer (8), Firefox (3), Safari, or Chrome.

Navigate to the GovNow Web Portal and click 'Create User' in the top right area under the logo banner.   The Create New User window will open. Please enter all information denoted by an asterisk and labeled in red. These are required fields.

The email address you use will be your User ID for Log in purposes. You may add additional email addresses for contact purposes once your account is created.

The password you select must be at least 8 characters in length. It must contain at least 1 upper case letter, at least one lower case letter, and at least one number.

Once you have completed all required fields and entered at least one phone number, click the Create New User button at the bottom of the screen.

An email will be sent to the email address you entered with instructions to complete your account setup. Follow the instructions in the email to enter the confirmation number and complete your account setup. This email will come from System Admin <egov@lakejacksontx.gov>. You may need to check your spam or junk folder. We can also resend this email.

Once your user email address has been enabled, click 'Log In' in the top right area under the logo banner. Enter your email address and the password you selected, then click the 'Logon' button.

How to attach service locations to your account:

When you login for the first time, there will be no locations associated with your User ID. Select Utility Billing in the left column, and then click the 'Edit Master Account' option in the left column. Next, click the 'Add Account' hyperlink in the right pane to set up your first service location.   Enter your account number as it appears on your bill. If you see a message, 'The account is associated to another User ID', and believe no one else at your address has associated the account number, please call the Utility department for assistance. We are limited to the data we can see for privacy purposes, but will try to identify the person who has associated your account.

 Once service locations have been associated you will see them in the 'Select Account' list. You may go back to 'Edit Master Account' to delete service locations, or add more service locations. Always confirm the address to ensure you have attached the correct account number.

How to View Account Information:

Once you log in, select Utility Billing in the left menu pane. You will be presented with the list of service locations (accounts) you have attached to your login. Click on the desired account. The left menu pane changes to a list of options available.

Utility Account Information: You can view the general account information with a summary of the last bill and a quick link to view the bill detail. To use the quick link, click the "here" hyperlink. When you are done, click the "Previous" hyperlink at the top of the bill information. There is also a quick link to pay this bill, just click on the "Pay Now" hyperlink.

Payment History: Use this link to view 2 years of payment history. At the top of the payment history screen you will see the current balance and past due amount. You will also see a summary of the last bill and a quick link to view the bill detail. The payment history table will show the payment date, amount, type or source of the payment and the status of the payment.

Make Credit Card Payment: Use this link to make a payment. The Payment process goes through 4 screens. The first is the payment screen. On the payment screen, enter the amount you with to pay on your bill. Then click the "continue" button. On the Charges screen, enter Credit card information and press the "continue" button. Wait for the Review screen to appear. Review the card information, name and address, account number and amount. At this point, you can use the "back" button to make corrections, or the "cancel" hyperlink to cancel the transactions. If everything is correct, click the "submit" button. When the Payment Receipt appears, you payment has been processed. Use the "print receipt" button to print a copy of your receipt.

Auto Pay: Use this link to view current bank draft information, or switch the draft to a recurring credit card payment. At certain times during the billing cycle, your account will be ineligible for changing the auto pay information. This will occur between bill creation date and bill due date for your account. Note: You must set up a 'wallet' and store credit card information in this wallet to use a recurring credit card payment.

Consumption Report: Use this link to view 3 years of water consumption. Click the "view" hyperlink in the consumption column of the water service record. The consumption information is listed by billing period, not year and month. October is the first month in our billing cycle, so billing period 01/2015 corresponds to October 2014. You can also view the consumption information in a graph rather than the table by clicking the "Period", "Year(row)" or "Year(col)" hyper links.

Billing History: Use this link to view 3 years of billing history. The billing history table will show the bill date, due date, balance forward, current charges and total amount due. You can click on the Bill date to view the bill detail. Then use the "previous" hyperlink to return to the billing history.

Service Summary: Use this link to view your average charge per service. There is also a graph button to view one year's data in graph form.

Edit Account: Use this link to change your mailing address in our billing system.

Manage eBilling: Use this link to select to receive only paper statements, or set up an email address and receive paper and email statements.

Questions or Support:

Call Our Utility Department at 979-415-2434