

How do I make a one-time payment?

- On the Account Login screen, select the 'Pay Now as a Guest' to Pay Now -or-
- Select Pay My Bill from the left-hand menu following Account Login -or-
- Select 'Make a Payment' from My Account details following Account Login
- You will be able to enter your payment information
- Entering your email address is optional, receipt will be available via email if entered
- Review and confirm your information to confirm payment and complete the transaction

Why did I receive a card account invalid message?

- Accepted U.S. bank card brand logos are shown for quick reference
- If the card is one of the accepted card types, try entering the full account number again

How do I add a payment method to My Wallet?

- Select 'My Wallet' from the left-hand menu following Account Login
- Select the '+' icon found in the top right-hand corner of the page to add a Wallet item
- Add the New Payment Method details in the provided fields and select Continue to Save

How do I remove my payment method from My Wallet?

- Select 'My Wallet' from the left-hand menu following Account Login
- Select the 'X' on the right side of the Wallet item to remove
- Select 'Delete' to proceed with the removal of the item
- Choose 'Cancel' to keep the Wallet item active

Can I look at my billing history for My Account(s)?

- To see your past, pending and future dated payments select 'Payment History' from the left-hand menu following Account Login
- If you have more than one account, select the account for which you need payment history for
- Payment information is presented for payments taken only through the online portal

How can I find a payment I have made?

- To see your previously made payments, select 'Payment History' from the left-hand menu following Account Login
- If you have more than one account, select the account for which you need payment history for

How do I view my Invoices?

- Select 'Statements' from the left-hand menu following Account Login
- Click on the View/Download icon to View/Download the PDF of the Statement
- IF you have more than one account, select the account for which you need payment statements

What format are my Invoices presented in?

- Statements are presented and downloadable in PDF format

Can I pay a specific amount rather than the entire bill amount?

- Yes, when paying your bill simply enter the amount you wish to pay
- Details including Last Payment Amount, Current Due Amount, Past Due Amount, and Total Due Amount are provided for reference in the Payment Details step

How do I know my payment was accepted and processed successfully?

- Upon payment completion a Receipt Number is provided following payment confirmation
- Select the printer icon to print the payment receipt or enter an email address to receive an email payment receipt

Can I get email notifications for My Account activity?

- Yes, email notification when invoices available are available is provided when email notifications are enabled on the My Account page

How do I contact my Utility for customer support and service?

- Select 'Customer Support' from the left-hand menu to display:
 - Office Hours
 - Customer Service Contact information
 - Customer Service Department Address