Utility Bill Auto Pay Instructions

> **Note: Most Auto Pay payments include a service fee.**

> What you'll need: your utility account number, plus either your service address (street number only) or your name/last name — whichever the site asks for — and a payment method. A card can be added anytime; eCheck requires an initial payment first (see "Using eCheck for Auto Pay" below).

> TIP: On a cell phone, tap the three lines (menu icon) in the top right corner first. Your name will appear in the menu — double-tap it to reveal options like Payment Methods.

Setting Up a New Account

Select the **Sign-Up** button on the login page. You'll receive a confirmation email from Government Window — click the link to confirm your email, then select **Login** to return to the login page. Once registered, locate the green **CITIZEN LOGIN** button and enter your email and password.

Already Registered

Locate the green **CITIZEN LOGIN** button and enter your email and password.

Utility Auto Payment Set-Up

1. Select the service **"Utilities."**
2. Add your **Account #**, then enter the additional identifier requested — this is usually the street **number** only, but may instead be the account holder's **name or last name**, depending on the field shown. **If a street number is requested, do not enter the street name.**
3. Choose the account and confirm to save.
4. Add a **Payment Method** by hovering over your name in the top right corner and selecting **"Payment Methods."** From here you can add a card directly — fill in the card information, a nickname, and your billing information.

Using eCheck for Auto Pay (if available)

1. eCheck can't be added directly under Payment Methods — it can only be added when a bill is due.
2. Log in, go to **Make a Payment**, and select eCheck.
3. Check the box to save the payment method during that payment.
4. Once that first eCheck payment is made, go back to Auto Pay and enable eCheck if you'd like to use it going forward.

5. To add Auto Pay to your account, select the **"Auto Payments"** tab and click the plus (+) sign. Select the account and choose from your saved payment methods (card, or eCheck if you've already made a payment using it — see "Using eCheck for Auto Pay" above), then choose when you'd like the payment to draft: a set number of days before your due date, or on the due date itself — whichever option is available for your account. Select **ADD AUTO PAYMENT** to finish.
6. Once complete, you'll see a confirmation that you're **successfully** set up for Auto Pay.

Update or Delete a Payment Method

- **Delete a Card —** Hover over your name in the top right corner, select **"Payment Methods,"** then select the red ✕ on the right side under Actions.

> TIP: Deleting a card will automatically delete any Auto Payments associated with it.

- **Update a Card —** Hover over your name in the top right corner, select **"Payment Methods,"** then select the ✎ on the right side under Actions. Make your changes and select **SAVE**.

> TIP: You can only update the expiration date and billing information — not the card number itself.

Update Email Address

1. Log into your account.
2. Hover over your name in the top right corner.
3. Select **"Edit Profile."**
4. Enter your new email address in the email field, then select the green **Update** button at the bottom of the page.

Edit an Auto Payment

Go to the **"Auto Payments"** tab and select the ✎ next to the auto payment you'd like to change. From there you can update the payment method or the number of days before the due date, then select **SAVE** — there's no need to delete and recreate the auto payment.

Delete an Auto Payment

Go to the **"Auto Payments"** tab and select the red ✕ next to any auto payment you'd like to remove.

> **Need help? Call our Customer Care Team at 1-877-575-7233.**