If you are a busy person – and who isn’t these days -- you have probably already automated making your car payment, paying your mortgage, and handling most of your other monthly bills. Why not automate your City Utilities’ billing and payment, too? It’s easy to set up, convenient and secure, and it reduces paper clutter and waste.

**Receive Your Bill Electronically** -- eBilling lets you receive an electronic notification in your email in-box when your City Utilities’ bill is issued. The email contains a link to use to view your bill and also tells you when the payment is due. It’s easy to set up eBilling through City Utilities’ secure payment website. Just go to cityoffortwayne.org/utilities and click “Pay My Bill.” If you have not already done so, you will register as a website user. To do this you will need your customer and account number, which are found on the top right side of your paper bill. If you have already registered as a City Utilities payment website user, simply sign-in using the username and password you have previously selected.

Once you have registered or signed-in, the screen in front of you will give you the option to go “Paperless.” To elect paperless eBilling, click the toggle switch next to the word “No” under the word Paperless to move the switch so that “Yes” is shown. Then click “Confirm.” A green leaf with the word eBill below it will appear to let you know your enrollment was recognized. You will be asked to read the “Terms and Conditions” and to accept them by clicking the “Accept” box. Then, click “Add Account” to finalize your enrollment. After you have enrolled in eBilling, you will receive a notification in your email in-box when your next City Utilities bill is issued. You may then view the bill and make payment at the City Utilities payment website.

**Be Completely Paperless by Adding AutoPay** -- You can make paying your City Utilities’ bill as easy as receiving it. AutoPay lets you automate monthly bill payment by having your City Utilities bill paid directly from your checking or savings account each month. There’s also an option to have the bill paid with a credit or debit card. Use of a credit or debit card does incur a small convenience fee that will be charged by the payment processor in addition to your City Utilities’ bill amount.

To enroll in AutoPay, please call the City Utilities Customer Relations Center at (260) 427-1234 and speak with a Customer Relations Representative. The City Utilities Customer Relations Center is open for walk-in customers and phone calls from 7:30 AM until 5:30 PM, Monday through Friday, except holidays. You will need to provide your bank account and bank routing number if you want to pay your bill from a bank account. Once you set up AutoPay, you’ll never write a check to City Utilities again and you won’t have to remember if you paid the bill or not.

City Utilities eBilling and AutoPay – paperless for the environment, easy for you!