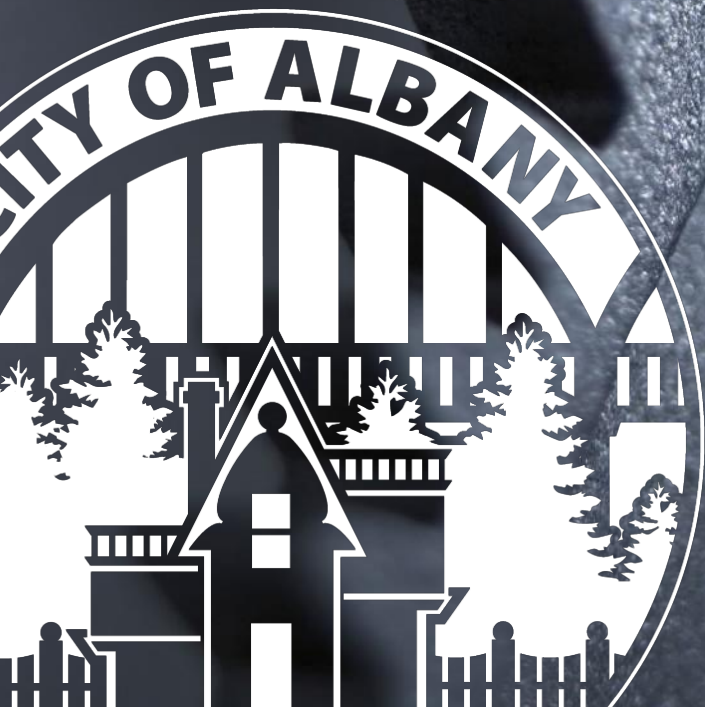


PUBLIC WORKS UTILITY BILLING

Auto Pay Setup

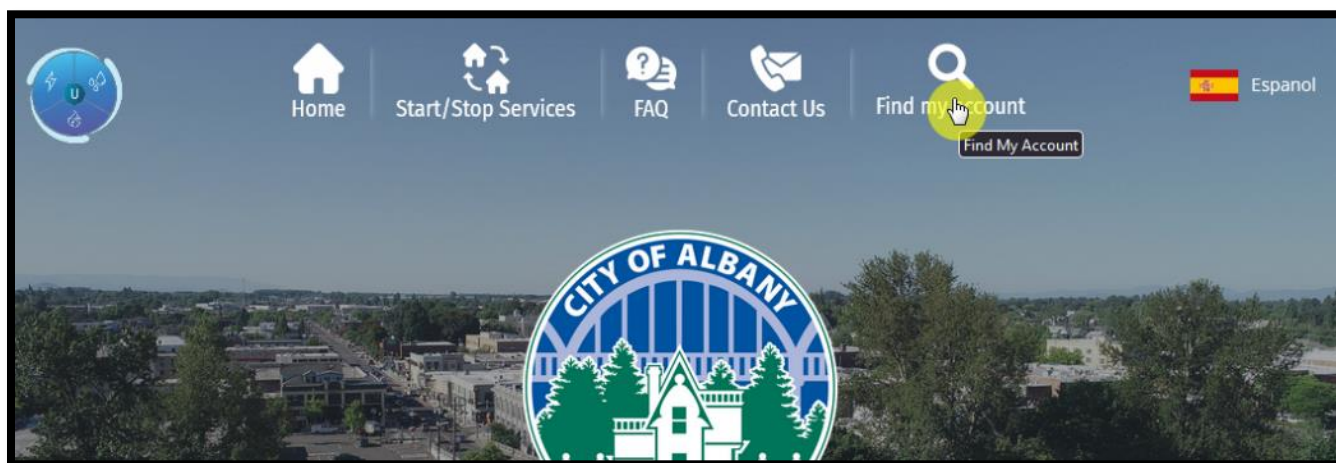


Util360 Auto Pay Setup

This document provides a brief picture guide to assist in setting up automatic bill payments for the City of Albany, Oregon.

Start Here: <https://albany.util360.com>

Setup Auto Pay Without Registration



1: Start by finding your account number.

Find my account

Old Account Number *

Mailing Zip Code *

Account Information

New Account Number:

What is my account number?

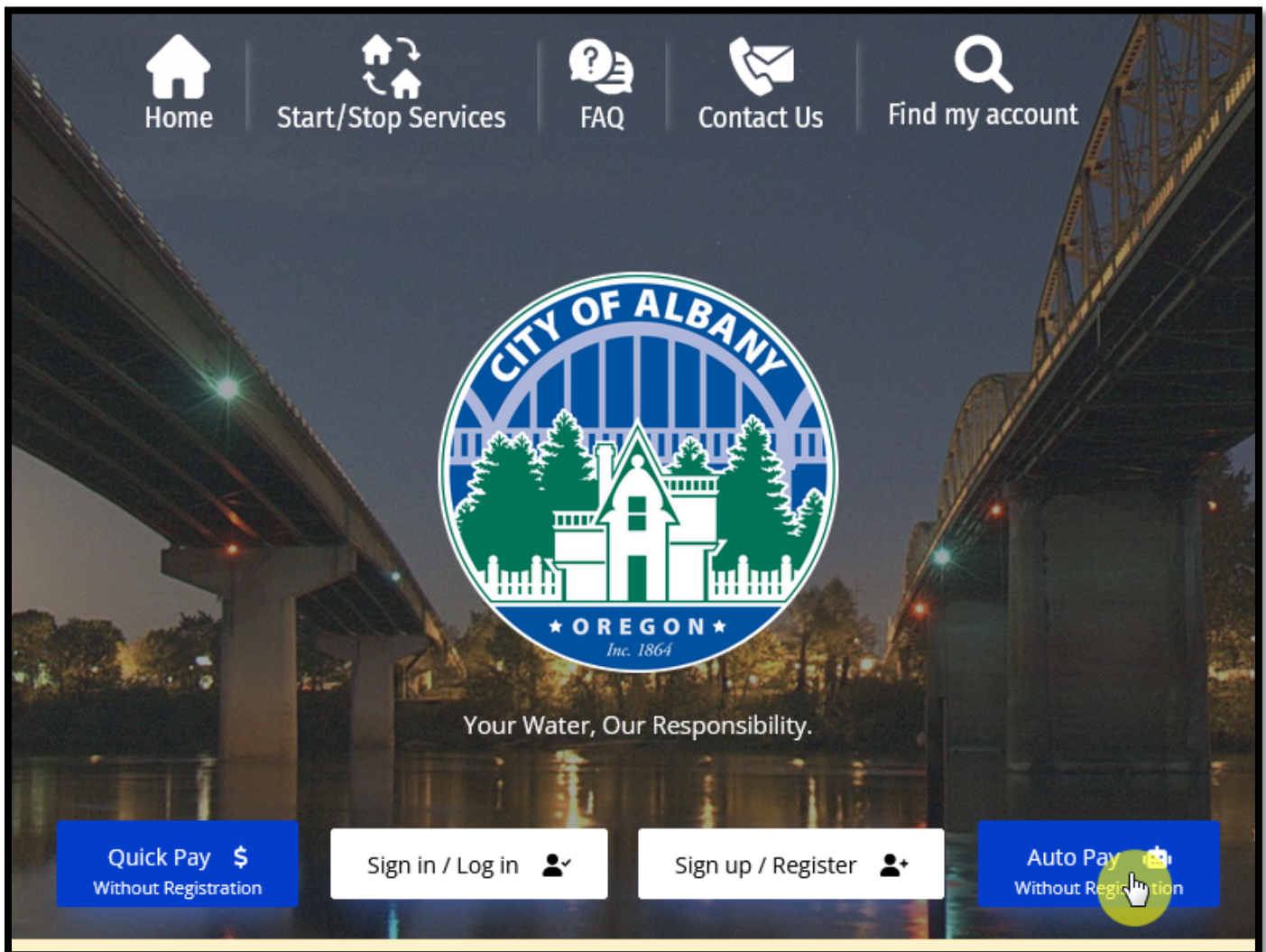
Your account number is available in the top right corner of your bill. If you do not have an account, click the Start/Stop Services button above.

CITY OF ALBANY
UTILITY BILLING
PO BOX 848
333 BROADALBIN ST SW
ALBANY, OR 97321-8088
(541) 917-7547

SERVICE INFORMATION	BILL DATE
ACCOUNT NUMBER	
SERVICE ADDRESS	
BILLING PERIOD	
TOTAL AMOUNT DUE	

2: Pulling from your bill, type your account number and mailing zip code to search for the full account number.


NOTICE: One Account can only have one Auto Pay setup at one time. Adding a new Auto Pay will remove the old.







3: Find the Auto Pay button and get started finding your account.


You have successfully enabled **auto pay** option through the **ACH** method.





4: If you see this, your account already has an old auto pay setup, if you continue you will replace that old auto pay setup.

 **#143812**

 Service Address: Your Service Address Here 

 **Credit / Debit Card** 

 **Pay By E-Check**


   


1 ————— **2**




Card Information **Confirm & Save**

First Name * **Last Name** *



First Name on front of the card. Last Name on front of the card



Card Number * 



 **Expiry Date** *  **CW** 


Expiration Date on front of the card. CW on back of the card.



 **Email Address** *  **Confirm Email Address** *



 **Address Line** *  **Zip Code** *


Address on customer's card. Zip Code on customer's card.

5: Enter in your Credit Card information along with the details associated with that card.

 **#143812**

 Service Address: Your Service Address Here 

 **Credit / Debit Card**  **Pay By E-Check**



1 ————— **2**

Bank Details **Confirm & Save**

First Name * **Last Name ***

Routing Number * **Account Number ***

123456789 01234567890

Routing number **Account number**

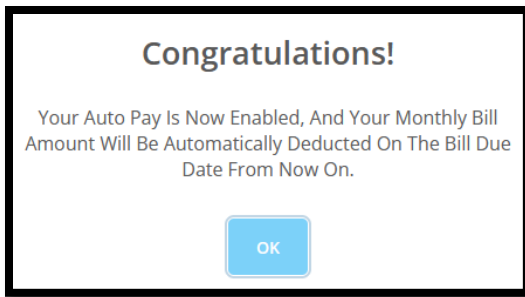
Bank Account Type *

Email Address * **Confirm Email Address ***

Address Line * **Zip Code ***

Address on customer's card. Zip Code on customer's card.

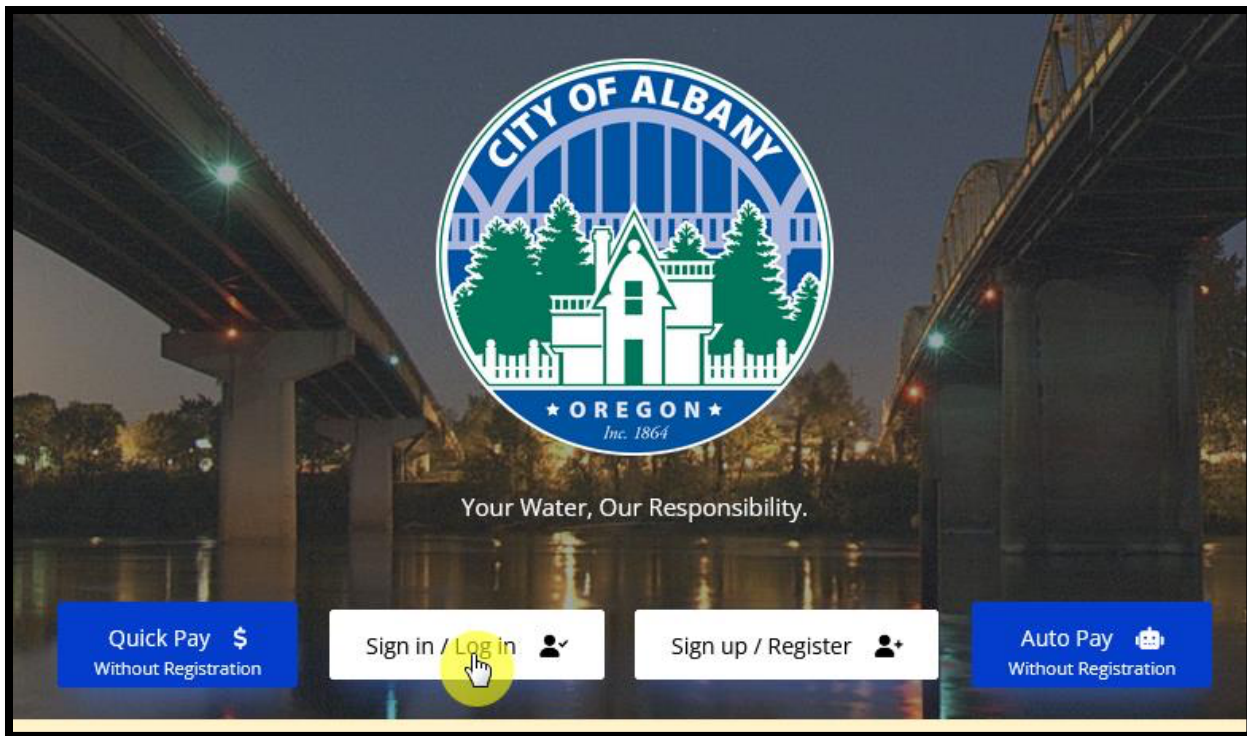
6: Enter in your bank account information along with the details associated with that account.



7: Double check the data and click submit. Along with the following confirmation, you will get an email confirmation.

Setup Auto Pay in Your Account

NOTICE: If you have Auto Pay already setup, you can login and edit or delete it in your account.



8: Login to your portal account.

9: Select the Manage Auto Pay button after you login to your account.

Pages 4 and 5 show the screens to add a card or e-check. If you already have auto pay setup, the picture below shows what you will see.

10: Auto Pay Management allows you to edit or delete your auto pay configuration.

Need Help?

Email utilitybilling@cityofalbany.net

Remember to include your account number(s) in your email.

Call 541-917-7547

Monday-Friday from 8:00am to 10:00 am or 11:00 am to 5:00 pm

In Person 333 Broadalbin St SW (1st floor)

Monday-Friday from 8:00am to 10:00 am or 11:00 am to 5:00 pm