New On Line Utility Billing Information and Payment Options

The City is excited about providing our utility billing customers more payment options and better accessibility to their billing information. This change will include the following:

- Secure access to their account information including consumption and billing history
- Payment options to include a more streamline credit or debit card processing or e-check ability
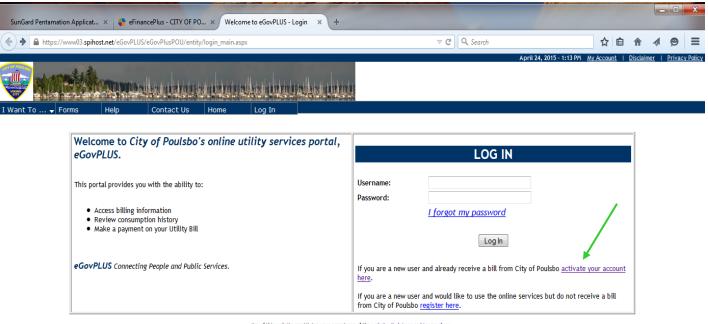- Current reflection of activity

Beginning in May all City Utility Customers will have the ability to set up a username and password for secure access to their utility billing information. Setting up the account is simple and should take a few minutes. The City of Poulsbo's website link for utility payments will direct the customer to a login screen where they can login or register for first time users.

When paying on-line the customer will have the option to pay by credit or debit card and the new option of electronic check. The City will continue to take payments by phone, mail and in person, but a small charge to pay by phone will be implemented beginning July 1, 2015. The City intends in the near future to set up a computer kiosk in the lobby to provide the option of customers to access their utility accounts.

All customers who have scheduled automatic ACH payments will NOT be affected, but will still have the ability to set up an account and view their account information at any time.

Below are some of the new screens customers will see when choosing to make utility payments on-line.

The following screen will be displayed, where customers can choose to activate their account or log-in to an account has previously been set up.
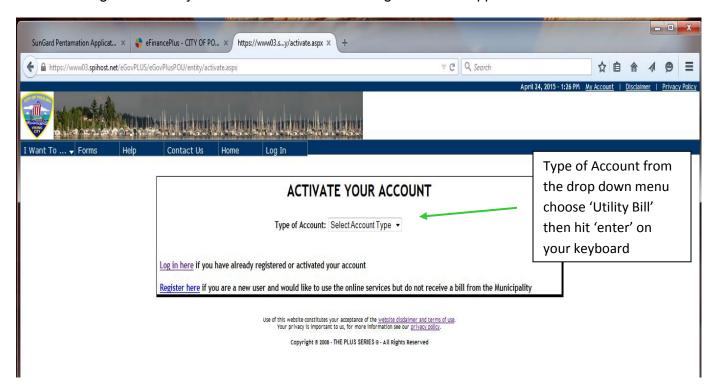
After choosing to 'activate your account here' the following screen will appear.

Type of Account from the drop down menu choose 'Utility Bill' then hit 'enter' on your keyboard

The following screen will then appear.

Information must be entered exactly as it appears on the utility bill. **Account numbers must be entered in the following format;**

XXXXX-XX