



About Electronic Payments

The City offers our utility customers the opportunity to view and pay bills online, **set up automatic payments** via credit/debit card or checking account, and/or choose to receive bill notifications via email as well as opting for paperless billing. In addition, you can access these services 24/7. The company we use for this service is Xpress Bill Pay, the same company we use to process your credit card payments at City Hall.

Frequently Asked Questions

- ❖ How much does automatic payment cost?
The City of Milton does not charge for this service.
- ❖ Will I still see a statement of my account each month?
Unless you sign up for paperless billing, a paper bill will be mailed. This statement will inform you of the amount that will be charged to your card or bank account.
- ❖ When does the withdrawal occur?
*The withdrawal will occur on the **date you select** when signing up for electronic payments. Be sure this date is prior to the 15th and after the date you sign up if there is a balance owing on your account.*
- ❖ How can I be sure my bill has been paid?
Each payment will be clearly identified on your checking account or credit card statement. You may also view your account online, and each utility statement you receive will reflect the prior months payment.
- ❖ What if I want to quit the automatic payment process?
Log onto your Xpress Bill Pay account and select the option Disable Auto Pay.
- ❖ What if I move?
You must log onto Xpress Bill Pay, disable your auto pay and remove your account from your log in. Failure to do so may result in you receiving bills that are no longer yours, or payments continuing to be paid.
- ❖ What if the funds are not in my bank account for withdrawal?
In addition to your bank overdraft fees, we charge \$35.00 for returned payments. You will receive notification from the City with further instructions and deadlines. Also, the automatic payment agreement may also be cancelled.

How to Set Up Auto Pay

- ❖ Go to www.xpressbillpay.com, or if you prefer, follow the link on the City website at www.cityofmilton.net. The page you end up at will look something like this:

xpress BILL PAY

MERCHANT LOGIN

USER LOGIN

SIGN UP

- ❖ Once on xpressbillpay.com, select “**Sign Up**”.
- ❖ Fill in the email address and password fields, click in the box “**I’m not a robot**” and follow the instructions as prompted. Select “**NEXT**” to continue.
- ❖ Fill in the form with all the required information. Read the terms and conditions and the privacy policy. Select the box indicating that you have read and agree to the terms and conditions and privacy policy. When completed, select “**NEXT**”.
- ❖ You will receive an email message that you need to verify your email address. Log in to your email account and open the email: “Verify email address for Xpress Bill Pay” from no-reply@xpressbillpay.com.
- ❖ In the email, click the “**Verify Email**” option. A window will pop up on the [xpressbillpay](http://xpressbillpay.com) login page letting you know you have successfully verified your email address.
- ❖ Log on to Xpressbillpay.com using your email address and password you set up previously. Click on “**Add Account**” and select **City of Milton, WA**.
- ❖ Under Step 2 of 3 enter your account number and the last name on your account. If you are a tenant, this will be the landlord or property management name. It is best for tenants to call Xpressbillpay to get assistance in setting up the account. 800-766-2350
- ❖ Once your account is added to your registration, you can add your payment method.
- ❖ Click “**Set up Auto Pay**” and complete each section very carefully. At the end, select “**Save Changes**”.



Autopay Option #2
Direct Debit Application
Telephone: 253-922-8733
Website: www.cityofmilton.net

About Direct Debit

This method of payment automatically pays your utility bill by the City deducting funds from a checking or savings account and applying the payment directly to the customers utility account. After signing up for this payment option, the payment for utility bills will automatically be deducted from the bank account on approximately the 6th of each month. This payment option eliminates postage, check costs and late fees. If interested in automatic payments with a credit card; or would prefer utility payments deducted on a different day, please see Electronic Payment Information on opposite page.

Frequently Asked Questions

- ❖ How do I sign up for Direct Debit?
Your account must be current with no past due balance. Complete the authorization form below, attach a voided check for Direct Debit, and send both items to the address below.
- ❖ Will I still receive a billing statement?
Yes, you will continue to receive a statement that will reflect the due date and the amount due.
- ❖ What if I want to stop this program?
You may cancel your direct debit authorization at any time by notifying us in writing by the 15th of the month.
- ❖ What if my payment is returned?
If your payment is dishonored or returned, the amount of payment plus the normal \$35.00 returned item fee will be added to your account and due by the date on your NSF letter.
- ❖ Can I use my credit/debit card?
Credit/debit cards cannot be used for Direct Debits. If you would like to use a credit/debit card, you can set up autopay via www.xpressbillpay.com. (see Electronic Payment Information on the back page.)

Authorization Agreement for Direct Debit

I authorize the City of Milton to initiate debit entries and/or correction entries to my account at the financial institution listed below. I am the property owner or tenant and require no other notices prior to action being taken on this authorization. This authorization is to remain in effect until the City of Milton has received written notification from me of its termination in such time and in such manner as to afford the City and Financial Institution a reasonable opportunity to act.

Name:	Utility Acct. #:	Financial Institution:	
Service Address:	Branch/Address		
Account Type:	Routing #:	Account #:	
I am the:	Signature:		Date:
<input type="checkbox"/> Owner <input type="checkbox"/> Tenant			
Attach here: Please staple on this box, a voided check for checking account withdrawals, or a deposit slip for savings account withdrawals.		Send Completed Form to:	City of Milton Utility Billing 1000 Laurel Street Bldg. D Milton, WA 98354
		Email to:	Utilities@cityofmilton.net