

New Online Bill Pay and Presentment Information

The Easiest Way to Pay Your Bill

Our new online payment option saves you time and gives you more flexibility in how you pay your bill.

If you have an internet connection and an email address, you can now pay your bill online! It's fast, it's easy, and you no longer have to write a check each month or find a stamp when it's time to send in your payment.

How It Works

We have partnered with Xpress Bill Pay, the premier provider for online payment systems.

When you sign up for online bill payment, you will get a secure password to access your personal account at xpressbillpay.com. Every month we'll send you a reminder email to let you know when your bill is online.

Then, log in through your web browser and view your bill. Select a payment type — credit card, debit card, or electronic funds transfer — enter the requested information, and you're done!

It's that easy, and it only takes you a few minutes.

Q & A

About Online Bill Payment

Q: Does it cost anything to sign up for online payments?

A: No. It's free to sign up for online bill payment and to use the Xpress Bill Pay service. However, some billing organizations charge a transaction convenience fee.

Q: What is Xpress Bill Pay?

A: Xpress Bill Pay is the company we have partnered with to handle our online payments. You access your account from their website, xpressbillpay.com.

Q: What payment choices do I have?

A: You can pay with a credit or debit card or transfer funds directly from your checking account (aka eCheck).

Q: What will my bill look like online?

A: We try to make the online bill display similar to your paper statement, so you'll find it easy to read your bill on a screen.

Q: What other information is available?

A: You can view up to two years' history of your account online, so you can compare your current bill to a previous bill.

Q: Do I need to pay my bills from my computer?

A: Not at all. You can pay your bill from just about anywhere via computer or mobile device. All you need is access to the internet through a web browser. You then log in to your account using your email address and password or sign in using our mobile app. No need to worry about late payments if you're out of town when your bill is due.

Q: How do I know the payment went through?

A: After you complete the transaction, you can receive an email receipt to confirm that your payment went through.

Q: Is my information safe?

A: Absolutely. All the transactions are handled on secure servers. As long as you don't give out your password, only you will be able to access your account. Plus, your personal information or email address will not be sold or rented to third parties for marketing purposes without your permission.

Q. How do I set up my account with Xpress Bill Pay?

A. You may create an account at xpressbillpay.com. You will need your 9-digit account number. October 2024 statements will include this format, but if you want to set up your account now you may use the following format: Leading 0's + Current Account Number + 000

Example for 2-digit account number: Account # 20 will be 000020000

Example for 3-digit account number: Account # 143 will be 000143000

Example for 4-digit account number: Account # 8756 will be 008756000

Example for 5-digit account number: Account # 99751 will be 099751000

For additional help setting up your account please contact Xpress Bill Pay at 385-218-0343 for a live operator or 888-874-6415 for interactive voice response.

Q: What if I am currently set-up on autopay with Paymentus?

A: You will need to create a new account and set up your autopay at xpressbillpay.com. Your current payment information will no longer be available within Paymentus after the new option is live. If you currently have autopay setup with Paymentus those payments will be processed through October. You will be required to set up an account with Xpress Bill Pay to continue with auto pay after the month of October.

Q: Will my printed account statements look different?

A: Yes. To accommodate the new online payment platform, we updated our statements. You will start receiving the new format in October 2024.