



## Accessing Your City Utility Bill at Paymentus

The City is pleased to offer an online service where you can view and/or pay your City utility bill in one place. The City has partnered with Paymentus to provide this service.

Please note that there is a service fee for payments made through Paymentus. The fee is \$3.50 for residential service accounts on payments up to \$500, and \$8.25 for commercial accounts on payments up to \$5,000. There is no fee to access the Web site or view bills.

To get to the Web site, go to this address in your Web browser:

<https://www.cityofbatavia.net/utilitybill>

### ***First-Time Setup***

When you get to the Paymentus Customer Portal, you'll be asked to log in with an e-mail address and password. To set up access for the first time, choose "Register Now".

Login

Email  
someone@example.com

Password  
Password

Don't have an account [Register Now](#)

Login [Forgot your password?](#)

Don't have an account [Register Now](#)

You'll be taken to a page that asks you to enter several pieces of information.

Please enter all of the information below

New Account Information

To register, you'll need to enter:

- E-Mail Address
- Password
- First Name
- Last Name
- Phone Number (used by Paymentus if you need to contact them)
- Zip Code

After creating a new login account, you'll be taken to the main page of the Customer Portal.

Since you have not associated any utility accounts to your login, it will immediately offer to add an account.

### ***Add an Account to the Customer Portal***


The first portion of that process asks for a few key pieces of information.

**Add Account**

**Account Information**

**Account Number**  
Enter your account number

**Service Address Street Number (everything before the first space)**  
Enter Service Address Number as showr

**Paperless** ⓘ  
 No 

**Verify**

**Account Number:** Enter the account number as it appears on your utility bill.

**Service Address Street Number:** Enter the numeric portion of your service address as shown on your bill. (This is not necessarily your mailing address.) Essentially, the street number is everything before the first space.

Examples:

- 100 N ISLAND AVE → Enter: 100
- 800 E WILSON ST → Enter: 800
- 36W123 MAIN ST → Enter: 36W123
- 101-103 N RANDALL → Enter: 101-103

Paperless: You can choose whether or not to receive a paper bill in the mail. If you want to receive a paper bill, choose “No”. If you do NOT want to receive a paper bill in the mail, then choose “Yes”. You can change this at any time; you don’t have to make that decision right now.

Click the “Verify” button to confirm the accuracy of the information you have entered so far.

If the system finds your account successfully, it will show you the name and address on the account.

The screenshot shows a web form titled "Verify Account Information". It contains the following sections:

- Verify Account Information**: A header section with a blue background. Below it, instructions state: "If this information is correct, press the 'Add Account' button. If it is incorrect, re-enter the account number and verify address and/or name."
- Billing Address**: A text input field with a blurred value.
- Name**: A text input field with a blurred value.
- E-Bill Notification For New Bills**: A section with two checkboxes: "Receive email notification" and "Receive SMS notification", both of which are unchecked.
- Terms & Conditions**: A section with a link "Read the Payment Authorization Terms" and a checkbox "I agree to the Payment Authorization Terms", which is unchecked.
- Buttons**: Two buttons at the bottom: "Back to Accounts" (white with a blue border) and "Add Account" (solid blue).

You’ll also be able to choose what kind of notification you’d like to receive when a new bill is available in the system – e-mail or text message (SMS).

Finally, read and agree to the Payment Authorization terms, and then click the “Add Account” button.

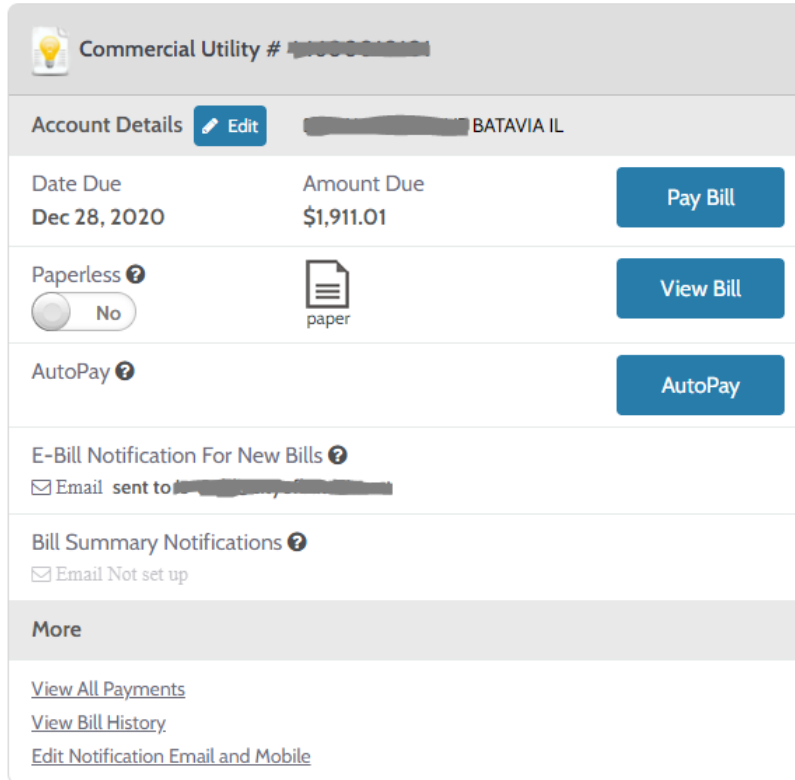
The system will confirm that the account has been created in the Web site, and present a “Back to Accounts” button.

The screenshot shows a confirmation page titled "Account Created". It displays the following information:

- Payment Type**: Commercial Utility
- Account Number**: A blurred value.
- Paperless**: No
- Button**: A blue button labeled "Back to Accounts".

## The Main Accounts Screen

The main Accounts screen will show you lots of information about each of the accounts you have added to the Customer Portal.



The screenshot shows a user interface for a Commercial Utility account. At the top, there is a lightbulb icon and the text "Commercial Utility # [REDACTED]". Below this is a section titled "Account Details" with an "Edit" button and the address "[REDACTED] BATAVIA IL". The main content area is divided into several sections: "Date Due" (Dec 28, 2020) and "Amount Due" (\$1,911.01) with a "Pay Bill" button; "Paperless" (No) with a "View Bill" button and a paper icon; "AutoPay" with an "AutoPay" button; "E-Bill Notification For New Bills" (Email sent to [REDACTED]); and "Bill Summary Notifications" (Email Not set up). At the bottom, there is a "More" section with links for "View All Payments", "View Bill History", and "Edit Notification Email and Mobile".

At a glance, you see the account number, service address, current due date and balance due, and settings for paperless billing and notifications.

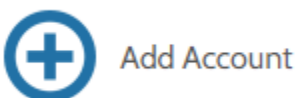
The “View Bill” button will download a PDF file to your computer for your most recent bill.

*Note:* Depending on your browser, the PDF file may only appear at the bottom edge of the screen after you click the “View Bill” button. You may not notice any other change on the screen.

You can use the “Pay Bill” button to make a payment on that account, or use the “AutoPay” button to set up automatic payments.

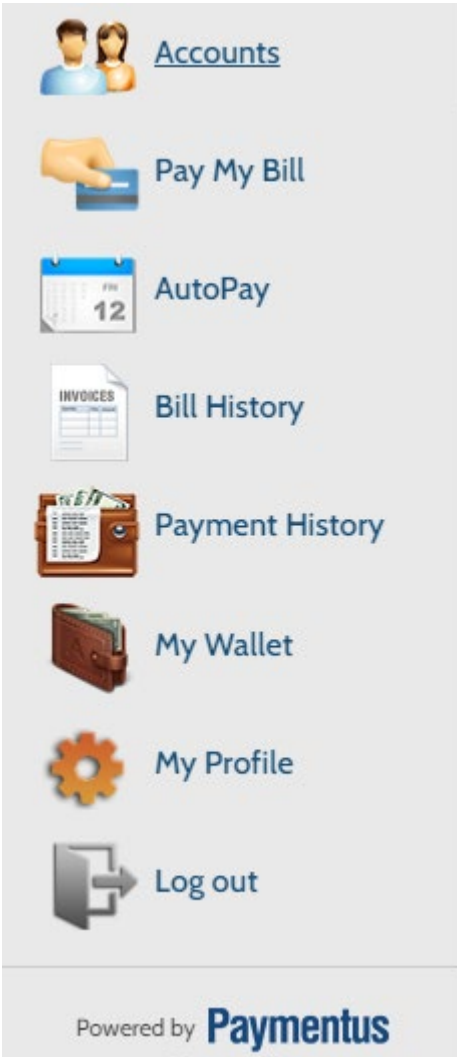
The smaller links under the “More” section allow you to see more payment and bill history for the account or change your notification settings.

To add another account, click on “Add Account” at the bottom of the Accounts screen.



## ***Additional Features and Settings***

The menu bar on the left side of the screen has more features of the Customer Portal.



Return to the main Accounts screen

Make a payment on one or more accounts

View or change AutoPay settings

View past bills for an account

View the payment history for an account (shows payments made online or through your bank only; not payments paid by mail or in person)

View or change your methods of payment

View or change general settings for your login

Log out of the Customer Portal

### ***When do changes to my account appear on the Web site?***

Please give the site 48 hours to accurately reflect all payment activity and changes to your paperless billing. Payments made through Paymentus will be credited in our billing system on the next business day, and your balance will be updated on the Web site after that.

### ***What happens if I forget my password?***

If you have trouble logging in, you can click on the “Forgot your password” link next to the Login button on the first page of the Customer Portal.



The system will prompt you to enter your e-mail address, and it will send you an e-mail with more instructions.

### ***Who can I contact for help?***

You may contact the City’s Utility Billing office at 630-454-2020 or by e-mail to [utilbill@cityofbatavia.net](mailto:utilbill@cityofbatavia.net).