

## To Pay Utility Bills Online – [CLICK HERE](#)

### First Time Users – After clicking above, create an account

Set up your account with the following information:

- Recent Utility Statement
- Last Name or Business Name – enter exactly as on the Utility Statement include spaces, suffixes, punctuation
- Address
- Full Utility Account Number # 001234-000
- Email Address
- New Password

The following Menu Options are available

- **Dashboard** – displays summary information about your account and quick links to other information that is available
- **Add Credit** – enter credit card information for the payment

Note: if this is the first payment or the payment method has been changed, the bank may process an additional \$1. This is a temporary pending transaction. The final transaction that appears on your bank statement should be the amount of the bill.

**To avoid interruption of service, online payments should be made 24 hours before a scheduled delinquent date**

- **My Bill** – Displays the current bill
- **Activity** – Displays payment and billing transactions from your account. Clicking on the billing transaction will display detailed billing information
- **My Profile** –
  - Change the email and password
  - Verify Email Address – not used
  - Add multiple account to your online account
  - Contact Us – email address and phone number to contact Alexander City Utility Collections representatives