

# How to Set Up Autopay

1 From the My Utility Account page, click the “Pay Your Bill Online” button.

City of Bellevue, WA | Utilities

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## My Utility Account

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**Utilities**

- Pay Your Utility Bill
  - Understanding Your Utility Bill
  - Utility Bill Assistance
  - Owner-Tenant Services
  - Billing Adjustments for Leaks
  - Update Your Account Information
  - Escrow Payoff Request
  - Utilities Budget and Rates
  - Utilities Billing FAQs

The City of Bellevue bills every two months for drinking water, wastewater, and storm and surface water. If you have questions about your utility bill, call 425-452-6973.

The city contracts with Republic Services for garbage, recycling, and food and yard waste services. For billing or other inquiries, contact Republic Services at 425-452-4762 (residential) or 425-646-2492 (commercial).

### Payment Options

Paying by card can be convenient, but that convenience comes at a price. Credit card fees can be costly and, as stewards of our customers' dollars, we are continuously looking for ways to save money. We have implemented a fee to credit card users to help recoup the cost of credit card transactions. We encourage utility customers to choose a payment option other than a credit card.

- Electronic check from bank account (no fee)

### Utilities Online Billing System

In partnership with Invoice Cloud, the city upgraded the online billing system for utilities. You can set up an account, pay and view bills, and sign up for paperless bills.

**Note, you will be taken to Invoice Cloud's secure website.**

[Pay Your Bill Online](#)

2 You will be directed to the Customer Portal Log In page. Enter your Username and Password, then click the “Log In” button.

If you already have a Bellevue Utilities account, use the same Username and Password to login below.

If you need to create your new account, select 'Create a Profile' to get started. (Scroll down if on mobile.)

You will need your:

- Account Number
- Last Name or Company Name (as seen on your bill)
- Service Address ZIP Code
- Preferred Email

Username  
johncustomer01

Password  
.....

[Log in](#)

[Forgot Username or Password?](#)

**Reasonable Accommodation**

For alternate formats, interpreters, or reasonable modification requests please phone at least 48 hours in advance 425-452-6932 (voice) or email [utilities@bellevuewa.gov](mailto:utilities@bellevuewa.gov). For complaints regarding modifications, contact the City of Bellevue ADA, Title VI, and Equal Opportunity Officer at [ADATitleVI@bellevuewa.gov](mailto:ADATitleVI@bellevuewa.gov).

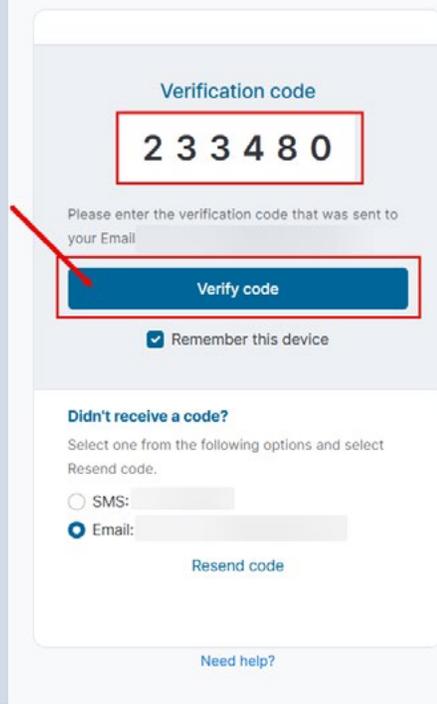
New Account Setup  
[Create a Profile](#)

Neighbors Helping Neighbors  
[Make a Donation](#)

One Time Payment  
[Pay Bill as Guest](#)

Online Forms  
[Submit an Online Form](#)

- 3 You will receive a Verification Code via Email or SMS. Enter the code on the Verification Code page, then click the "Verify Code" button.



Verification code

2 3 3 4 8 0

Please enter the verification code that was sent to your Email

Verify code

Remember this device

Didn't receive a code?

Select one from the following options and select Resend code.

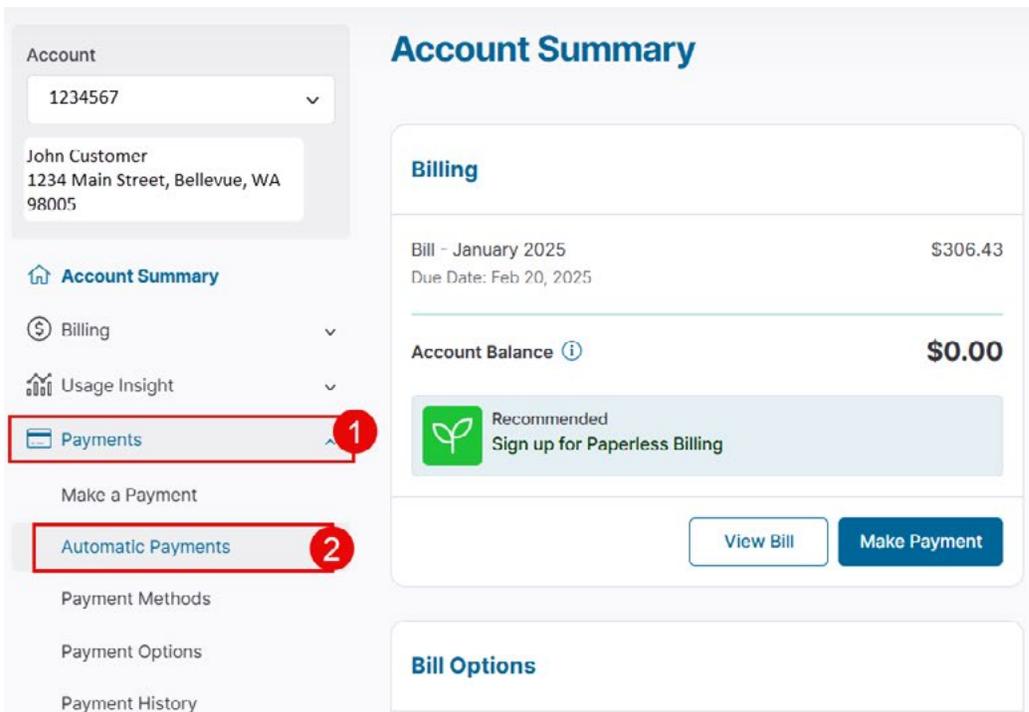
SMS:

Email:

Resend code

[Need help?](#)

- 4 Once logged into your account, from the left-hand side of the page, click the Payments tab, then click the Automatic Payments sub-tab.



Account

1234567

John Customer  
1234 Main Street, Bellevue, WA  
98005

Account Summary

Billing

Usage Insight

Payments

Make a Payment

Automatic Payments

Payment Methods

Payment Options

Payment History

### Account Summary

#### Billing

Bill - January 2025 \$306.43  
Due Date: Feb 20, 2025

Account Balance ⓘ **\$0.00**

Recommended  
Sign up for Paperless Billing

View Bill Make Payment

#### Bill Options

5

You will be directed to the Automatic Payments page. Click the Please add a new Payment Method before signing up for Autopay by clicking here hyperlink.

**Account**  
1234567  
John Customer  
1234 Main Street, Bellevue, WA  
98005

- Account Summary
- Billing
- Usage Insight
- Payments
- Make a Payment
- Automatic Payments**
- Payment Methods

## Automatic Payments

Take the stress out of paying your bills on time with Automatic Payments. Our Automatic Payments option lets you have your payment automatically sent to us from your financial institution.

### AutoPay

**Manage**  
[View Fees Disclosure](#)

You can sign up for autopay by credit card (fees will apply) or by bank account (no fees). Autopay will automatically pay invoices on their due date using your default method. You will receive an email confirmation of your transaction as each invoice is paid.

**Please add a new Payment Method before signing up for AutoPay by clicking here.**

6

You will be directed to the Saved Payment Methods page. Save your credit/debit card or a bank account.

## Automatic Payments

Take the stress out of paying your bills on time with Automatic Payments. Our Automatic Payments option lets you have your payment automatically sent to us from your financial institution.

### Saved Payment Methods

**Manage your Payment Methods**

- + Add New Credit/Debit Card**
- + Add New Bank**

**i** You don't have any saved payment methods.  
You may add a new Credit/Debit Card by clicking [here](#).  
You may add a new Bank by clicking [here](#).

- 7 Once your payment information is saved, navigate back to the Automatic Payments page, then click on the “+New AutoPay Setup” hyperlink.

The screenshot shows the 'Automatic Payments' page. On the left is a navigation menu with 'Payments' (1) and 'Automatic Payments' (2) highlighted. The main content area has a 'Manage' section with a '+ New AutoPay Setup' button (3) and a 'View Fees Disclosure' link. Below this is an information icon and text stating 'You are not set up on AutoPay. You may set up AutoPay by clicking here.'

- 8 You will be directed to the New AutoPay Setup page. Complete all required fields (marked with an asterisk), then click the “Save this Autopay Setup” button.

### New AutoPay Setup

Registering for AutoPay will void any prior scheduled payments. In order to prevent duplicate transactions, any scheduled payments which are pending for this account will be cancelled. AutoPay will then pay invoices on their due date using your default payment method.

1

2

3

4  Yes, put me on AutoPay. By enabling AutoPay, I agree to the [Invoice Cloud Terms and Conditions](#).

No, I do not want AutoPay

Standard service fees may be applied if applicable. Please view our [Fees Disclosure](#) for more information.

By pressing the button below, I agree and understand that this authorization will remain in full force and effect until I notify **City of Bellevue, WA TEST** in writing to [myutilitybill@bellevuewa.gov](mailto:myutilitybill@bellevuewa.gov) or by calling (425) 452-6973 that I wish to revoke this authorization. I understand that **City of Bellevue, WA TEST** requires at least 2 business days prior notice in order to cancel this authorization.

5

9

You will be directed back to the Automatic Payments page where it will confirm a Status of Signed Up.

## Automatic Payments

Take the stress out of paying your bills on time with Automatic Payments. Our Automatic Payments option lets you have your payment automatically sent to us from your financial institution.



### Manage

[View Fees Disclosure](#)

You can sign up for autopay by credit card (fees will apply) or by bank account (no fees). Autopay will automatically pay invoices on their due date using your default method. You will receive an email confirmation of your transaction as each invoice is paid.

Account #	Type	Status	Payment Method	
1234567	Utility	Signed Up	XXXXXXXXXXX1234	<a href="#">Edit</a>



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