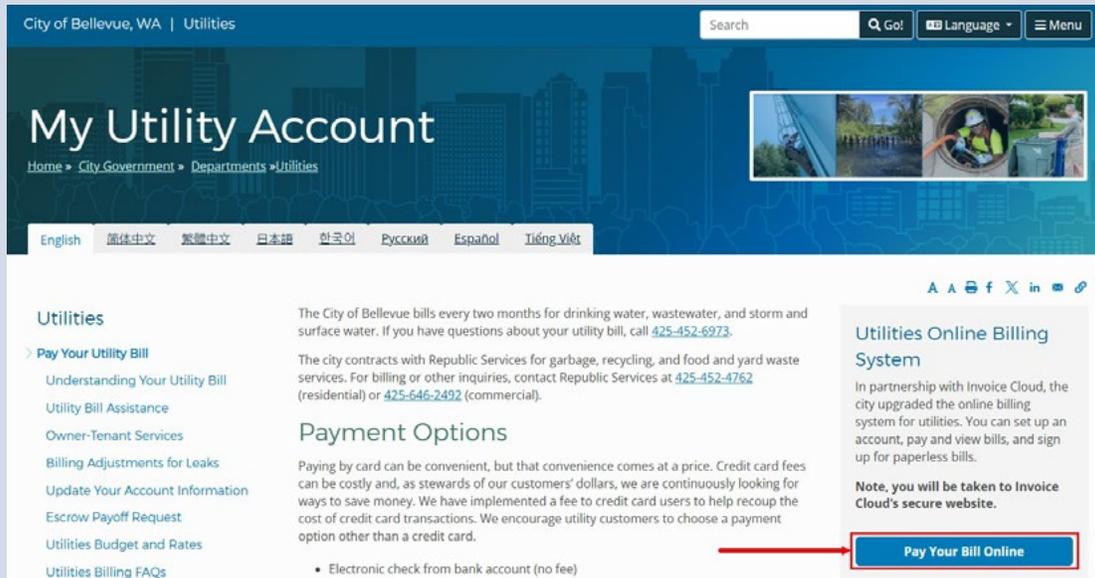
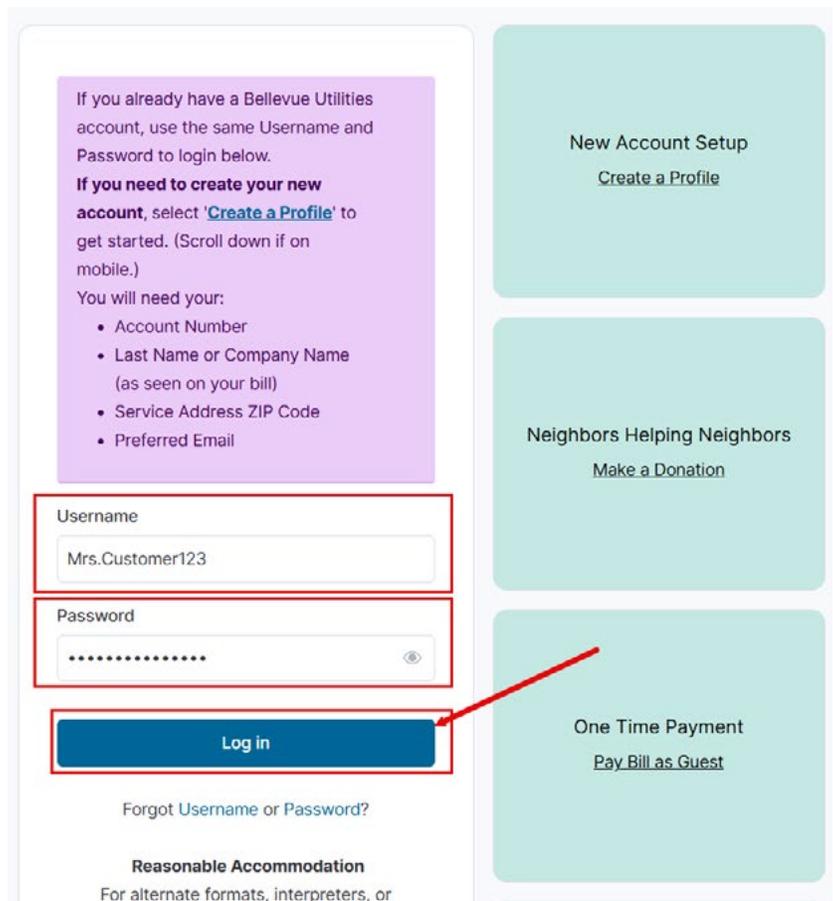


How to Make a One-Time Payment

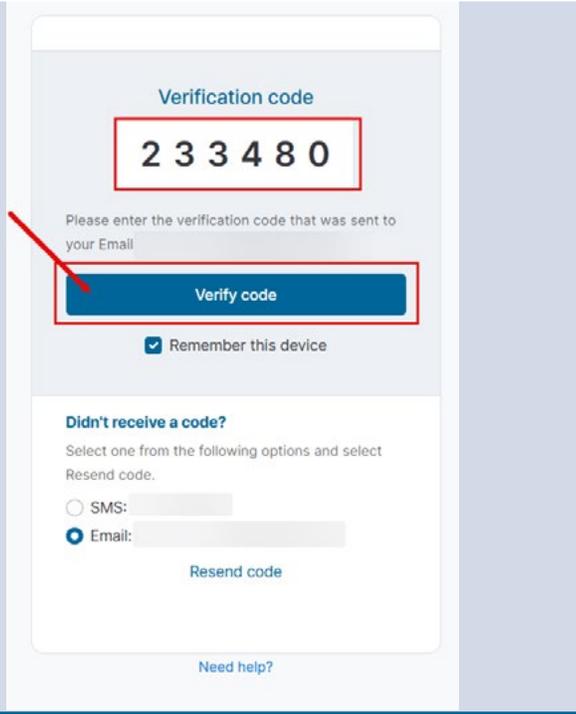
1 From the My Utility Account page, click the “Pay Your Bill Online” button.



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

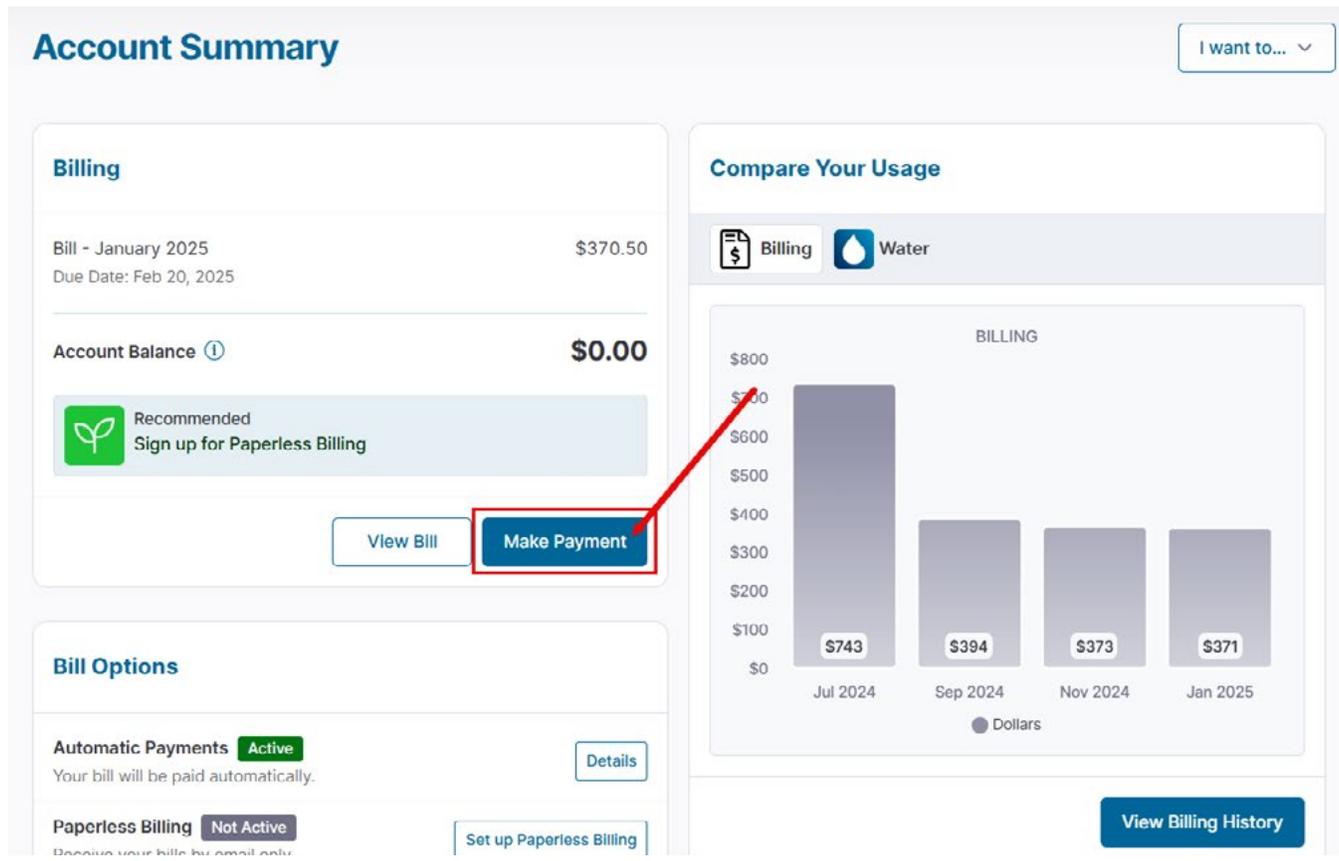


- 3 You will receive a Verification Code via Email or SMS. Enter the code on the Verification Code page, then click the "Verify Code" button.



The screenshot shows a 'Verification code' page. At the top, the code '2 3 3 4 8 0' is displayed in a red-bordered box. Below it, a text prompt asks the user to enter the code sent to their email. A red arrow points from the text to a blue 'Verify code' button, which is also highlighted with a red box. Below the button is a checked checkbox labeled 'Remember this device'. A section titled 'Didn't receive a code?' offers options to resend the code via SMS or Email (selected). A 'Resend code' button is located below these options. At the bottom, there is a 'Need help?' link.

- 4 Once logged into your account, from the Billing section of the Account Summary page, click the "Make Payment" button.



The screenshot displays the 'Account Summary' page. The 'Billing' section shows a bill for January 2025 for \$370.50, due on Feb 20, 2025. The account balance is \$0.00. A green banner recommends signing up for Paperless Billing. Two buttons are visible: 'View Bill' and 'Make Payment', with a red arrow pointing to the latter. The 'Compare Your Usage' section features a bar chart for 'BILLING' showing usage in dollars for Jul 2024 (\$743), Sep 2024 (\$394), Nov 2024 (\$373), and Jan 2025 (\$371). A 'View Billing History' button is at the bottom right. The 'Bill Options' section shows 'Automatic Payments' as 'Active' and 'Paperless Billing' as 'Not Active'.

- 5 You will be directed to the Make a Payment page. Select the invoice(s) you wish to pay, then click the "Pay Selected" button.

Make a Payment

Open Invoices

+ Filters

<input type="checkbox"/>	Invoice	Invoice Date	Past Due Amount	Balance Due	
<input checked="" type="checkbox"/>	Past invoice due date Account #7895610 Utility	6/11/2024	\$0.00	\$1,123.68	View Invoice Payment History Adjustment History Scheduled Payment History Refresh History Remind Me
<input type="checkbox"/>	Closed Account #7895610 Utility	4/16/2024	\$0.00	\$0.00	View Invoice Payment History Adjustment History Scheduled Payment History Refresh History Remind Me

Pay Selected >

- 6 The When would you like to pay? pop-up window will display. Select the "Pay Today" radio button, then click the "Proceed to Payment" button.

When would you like to pay?

Pay Today ★

You may make a One Time Payment that will process Today. Payments are real-time and will be applied to your Invoice instantly.

Schedule a Payment

You may schedule a One Time Payment for a date in the future, beginning as soon as tomorrow. Please select a date below to get started.

Proceed to Payment >

7

You will be directed to the Payment Options page. Select the desired payment method and payment amount, then click the "Continue to Payment Information" button.

Payment Options Payment Information Review Payment

How would you like to pay?

If your water service was disconnected, please pay your bill here and call (425) 452-6973 to have your water service reconnected.

New Bank Account

VISA DISCOVER GPay ApplePay CHECK

How much would you like to pay?

Amount Due \$1,123.68

Pay Total Amount Due \$1,123.68

Pay Other Amount

Payment Summary

Invoice #	Amount
UB8635136-06112024 <input type="button" value="v"/>	\$1,123.68
Subtotal	\$1,123.68
Service Fee*	+ \$0.00
Total	\$1,123.68

[Cancel Payment](#)

[*Fees Disclosure](#)

Payment Options Payment Information Review Payment

Would you like to make a donation today?

 City_of_Bellevue_WA

Donate \$5.00

Donate \$10.00

Donate Other Amount

[Tell me more](#)

8

You will be asked if you'd like to make a donation. If not, click the "Continue to Payment Information" button.

[Go back to Payment Options](#)

9

You will be directed to the Payment Information page. Complete the required fields (marked by an asterisk), then click the "Continue to Review Payment" button.

Payment Options **Payment Information** Review Payment

Please enter your bank information

Please fill out all fields below and click Continue to Review Payment to save your information. [Need help filling out this information?](#)

Asterisks (*) indicate required fields.

If your water service was disconnected, please pay your bill here and call (425) 452-6973 to have your water service reconnected.

Bank Account Holder's Name *

Account Type *

Routing # *

Bank Account # * **Re-enter Bank Account # ***

Check Number (Optional)

Billing Address *

Country *

City * **State *** **Zip ***

Email *

[Continue to Review Payment](#) | [Go back to Payment Options](#)

Payment Summary

Invoice #	Amount
UB8635136-06112024 🔗	\$1,123.68
<hr/>	
Subtotal	\$1,123.68
Service Fee*	+ \$0.00
<hr/>	
Total	\$1,123.68

[Cancel Payment](#)

[*Fees Disclosure](#)

10

You will be directed to the Review Payment page. You must agree to the Invoice Cloud Terms and Conditions, then click the "Process Payment" button.

Review your information

If your water service was disconnected, please pay your bill here and call (425) 452-6973 to have your water service reconnected.

Your Bank Edit

BILL BROWN

056008849 / XXXXXXXXXXX1234

Personal Checking



Billing Address

456 MAIN STREET

BELLEVUE,WA

98005

Save my Bank Account for later

Payment Summary

Invoice #	Amount
UB8635136-06112024	\$1,123.68

Subtotal \$1,123.68

Service Fee* + \$0.00

Total \$1,123.68

I agree to the [Invoice Cloud Terms and Conditions](#).

Process Payment \$1,123.68 >

[Cancel Payment](#)

11

You will be directed to a confirmation page where you can print a receipt of your payment by clicking the "Print Receipt" button.



Payment is being processed

If you provided an email address, a receipt will be emailed to you. Please allow 1-3 business days for the payment to post to your bank account, pending your bank's approval.

Total Payment Amount \$1,123.68

Payment Message PAYMENT PROCESSED 762681

Payment Method Bank XXXXXXXXXXX1234

Print Receipt



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. For complaints regarding modifications, contact the City of Bellevue ADA, Title VI, and Equal Opportunity Officer at ADATitleVI@bellevuewa.gov.

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