

GO Paperless, GO E-Billing!

The City of Healdsburg is going Paperless! Sign up to receive your utility services e-bill.

What is E-Billing?

There is a new way for you to receive and pay your utility bills, and it'll save you time and postage. Receive your utility bill directly in your email inbox. The E-bill will look exactly like your current paper bill. It's very user-friendly, easily accessible and available 24/7 as of February 3, 2014!

Why should I use it?

This is an easy and cost-effective way for you to **receive** your monthly utility statements, **view and keep track** of past utility bills, **PLUS** you can make one-time or sign up for automatic recurring payments **online**. You'll have less paper to shuffle and file, and no need to request and wait for duplicate bills because it's all available online.

How do I sign up?

Registration is FREE. Just follow these simple steps:

Go To www.ci.healdsburg.ca.us

under the "I want to" tab on the homepage
select "Pay my", then select "Utility Bill"

1. Click on "Online BillPay Login"
 - Enter your "account number"
(including the two (2) leading zeros)
 - Enter your utility **service address**
 - Read and accept the terms of service
 - Click on the "I Agree" button.
2. Click "Yes – continue" when prompted to confirm you've entered the correct account
or
"No-Take Me Back" if you need to make corrections.
3. Follow the prompts to complete the registration.



If you need any assistance with signing up or using this new service, please call Utility Billing Customer Service staff at (707) 431-3307 and we'll be happy to walk you through the process.

Once you've registered for e-billing you will be able to view your account history, enroll in Online BillPay, edit your payment profiles, enroll additional utility accounts, manage your user settings, and more!

Secure. Convenient. Good for the Environment!