



**CITY OF FLORENCE**  
**UTILITY BILLING DEPARTMENT**  
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## Attention Current ACH (Autopay) Customers -You Can Now Pay Your Utility Bill Online!

The **City of Florence** recently teamed up with **Xpress Bill Pay**, a premier provider for online bill pay systems, to bring the customers of the City of Florence a new and convenient way to pay your bill. You can even sign-up to go **PAPERLESS** and stop receiving a paper bill each month!

If you have access to an internet connection you are eligible to utilize this service. It's fast, it's easy and it's secure! Xpress Bill Pay will even send you email reminders when a new bill is available or when payments have been scheduled or made.

You will have the ability to schedule a payment on your account using a credit card, debit card, or electronic funds transfer. You have the option to enter your payment method each time that you login to your Xpress Bill Pay account or you can save one or more payment types in your Xpress Bill Pay wallet for future use. Don't forget you can also choose to set-up your account to have your bill paid automatically each month using Autopay.

When you sign up for online bill pay you create a unique password that you will use to access your personal account at XpressBillPay.com. Your Xpress Bill Pay account will allow you to view up to 12 months of billing history. The paperless bill will look very similar to the paper bill you are currently receiving.

**IMPORTANT! You are currently signed up as an autopay customer through the City of Florence. If you choose to remain on the City of Florence autopay no action is required!**

If you would prefer to utilize all of the services that Xpress Bill Pay has to offer, simply follow the steps listed below to set-up your Xpress Bill Pay account. Autopay through the City of Florence occurs on the 18<sup>th</sup> day of each month. Autopay through Xpress bill offers a variety of options not available through the City of Florence. Not only can you choose your method of payment but you can also choose the date of your automatic payment. Other options include the ability to pay the amount of your current bill or a specified dollar amount. When you choose the option to pay your current bill you can also set a not to exceed dollar limit.

If you choose to set-up your account for autopay through Xpress Bill Pay they will send an email notifying us that you have initiated the change. Upon receipt of their email we will turn off autopay on your account. You will not receive any further notification from the City.

If you're ready to get started and take advantage of the convenience of online bill Pay follow these steps to sign-up to create your personal Xpress Bill Pay account:

1. Go to the City of Florence website at [www.ci.florence.or.us](http://www.ci.florence.or.us)
2. Click on the **Xpress Bill Pay** link or icon  
To access directly <https://www.xpressbillpay.com>
3. Select "New to Xpress Bill Pay" and follow the instructions on the screen.
4. If you have any question please call 800-768-7295.

**Xpress Bill Pay**  
Innovative Internet Payment Systems