

ATTENTION ALL ADDISON UTILITY CUSTOMERS



Beginning in November, your Addison utility bills and billing portal will have a new look. In an effort to offer enhanced services for our customers, maintain security, and streamline operations, Addison is moving all utility billing to a new platform.

This new change may require some action on the part of our customers when you receive your November invoice depending on how you pay your monthly utility bill. Please review the information below to see how this change will impact you.

We will have staff available on Thursday, December 6 at the Addison Athletic Club from 9am–11am and 1pm–4pm to assist you in person, or you can call 972-450-7081 Monday–Friday from 8am–5pm for additional support.

Automatic Credit Card payments will NOT take place for the November bill. You will have to re-register for automatic credit card payments on the new billing portal.

E-Bills: If you have been receiving an e-bill and would like to continue to do so, you will need to re-register on the new portal.

All Users will be assigned NEW Account Numbers: If you pay through your banking institution's online bill pay system, you will need to **update your account with the Account ID plus Customer ID** (see *image below*) so the payment can be credited to the correct account.

Visit AddisonUBPay.com

to register on the new billing portal.

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REGISTRATION ON THE NEW PORTAL IS REQUIRED IF

- You would like to request an e-bill
- You log on to the Addison Utility portal each month to pay your bill
- You already have a monthly auto-bank draft scheduled (the information will be transferred to the new platform, but we would like you to confirm the data)
- You want to enroll (or re-enroll) for recurring credit card payments

SEE OTHER SIDE FOR STEPS ON HOW TO REGISTER

NEW RATES

New 2019 utility rates will be reflected on the November bill. The average residential customer can expect to see a 7.17% increase (*rates vary based on usage*).

HOW TO REGISTER ON THE NEW PORTAL FOR THE FIRST TIME

Visit AddisonUBPay.com

to register on the new billing portal.

The process will take approximately five to ten minutes to complete and will require you to input your new Account Number and Customer Identification (CID) Number which can be found on your November invoice.

- Visit AddisonUBpay.com
- Click on the blue **Click Here** link
- Click on the blue **Register** link
- Create your personal user ID, password, and password hint. Add your email address and type in the validation numbers in the bottom box. These are all required fields.
- Click the **Save** button

HOW TO LINK YOUR REGISTRATION INFORMATION WITH YOUR UTILITY BILLING ACCOUNT:

- Click **My Account** under the **Go To...** list
- Under the **Linked Accounts** section, click the blue **link to account** on the far right side of the page
- Enter your Account Number from your November invoice—the numbers before the hyphen on the top right-hand corner of your bill next to **Account Information** (see photo below)
- Enter your Customer Identification (CID) number—the numbers after the hyphen on the top right-hand corner of your bill next to **Account Information** (see photo below)
- Click **Submit**



HOW TO SELECT E-BILL:

- Under **Linked Accounts**, click the account number, which should be blue
- At the top of the page under **Account Summary**, select **Bill Delivery Preferences**
- Pick from the three options: **Mail**, **Email**, or **Mail and Email**
- Click **Update**

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HOW TO SCHEDULE RECURRING CREDIT CARD PAYMENTS:

- Under **Linked Accounts**, click the account number, which should be blue, or select **Account Summary** on the side of the page
- Under Your **Current Balance**, click **Pay Now**
- Select the bills you would like to pay by clicking on the boxes to the left of the bill number and then click the **Pay** button on the bottom right
- Click the blue **enroll** link
- Click the **Continue** button
- Confirm payment amount and click **Continue**
- Input your credit card information
- Click **Make Payment**
- Enrollment status will show pending until the first payment is processed

SIGN UP FOR AUTOMATIC BANK DRAFTS:

- Under **Linked Accounts**, click the account number, which should be blue, or select **Account Summary** on the left side of the page
- At the top of the page under **Account Summary**, select **Bank Draft: Sign up for Automatic Payments**
- Fill out your bank information and click **Continue**
- Review the information and either **Submit**, **Modify** or **Cancel**

NEED HELP?

The Addison Finance Department staff will be available at the Addison Athletic Club on Thursday, December 6 from 9am–11am and 1pm–4pm. Staff can be reached Monday–Friday from 8am–5pm by calling 972-450-7081.