



City of Anderson

Utility Bill Self Service

STEP BY STEP INSTRUCTIONS

1. Enter Account Number and Customer I.D. and click Search

This information can be found in the Customer Copy section of your utility bill.

2. Click Manage Bills

Make sure that you click manage bills next to the service address that matches your bill.

3. Click the Pay button

Outstanding bills on the selected service address are preselected. If you need to remove bills from payment then unselect the box prior to clicking the Pay button.

4. Choose to Pay by E-check or Credit Card by clicking the corresponding link.

There is currently a \$0.50 fee to pay by e-check and no charge for credit cards. However, fees are subject to change.

For Credit Cards, continue to step 5. For E-Checks, skip to step 10

Credit Cards

5. Enter the amount and click Continue

Amount due is automatically entered. If you do not wish to pay the full amount, then type in the amount you want to pay in the payment amount box.

6. Enter credit card information and click Continue

CVV number is a 3 or 4 digit number located on the back of the credit card.

7. Enter billing information and click Continue

If your credit card has a middle initial, then include the middle initial in the first name field. For example, if your Credit Card says "JOHN A SMITH" then you would type "JOHN A" in the first name field.

8. Review the information. If it is correct, then click Submit

9. Save confirmation number

If you do not see a confirmation page and receive a confirmation number, then your payment was NOT submitted successfully and you will need to try again from the beginning. DO NOT refresh page while it is processing your payment as it may cause the multiple charges to your credit card.

E-Checks

10. Enter the amount and click Continue

Amount due is automatically entered. If you do not wish to pay the full amount, then type in the amount you want to pay in the payment amount box.

11. Enter Bank and Drivers License information and click Continue

For check number, choose any number that you have not previously used for e-checks. Bank ABA/routing number can most easily be found on your checks. Contact your bank/credit union should you be unable to locate the number.

12. Enter Billing Information and Click Continue

If you need to enter a middle initial, then include it in the First Name field after your first name. For example, if your name is "JOHN A SMITH" then you can type "JOHN A" in the first name field.

13. Review the information. If it is correct, then click Submit

14. Save confirmation number

If you do not see a confirmation page and receive a confirmation number, then your payment was NOT submitted successfully and you will need to try again from the beginning. DO NOT refresh page while it is processing your payment as you may be charged twice.