

What is an e-Bill?

An e-Bill is an electronic bill that is only available for viewing online. It replaces the paper bill that customers currently receive in the mail.

What are the advantages of receiving an e-Bill?

By signing up today, you can enjoy the following benefits:

- Receive an email when your bills are ready to view.
- Download and print your billing information at your convenience.
- Use our secure website. View the same billing information that you would receive in the mail.
- Avoid mail delays.
- Help the environment by saving paper and reducing waste.
- Link directly to online payment options.

How can I sign-up for e-Bill?

- Log-in to myaccount.peoriaaz.gov.
- Click on: 'Click here to sign up for paperless billing'
- Choose: "Yes, I would like to stop receiving a paper bill"
- Read and accept the Terms and Conditions and you're done!

If I enroll in e-Billing, will I continue to receive a paper bill in the mail?

When you enroll in e-Billing, the City will no longer send you a paper bill in the mail. Instead, the City will email you when your current utility bill is available to view online. You can then log on to myaccount.peoriaaz.gov to view your bill and print it on your local printer.

How do I know that I have an e-Bill to pay?

Once you sign up for e-Billing, you will be notified via email when your next bill is available for review online.

I keep records of my paper bills. Can I save copies of my e-Bill?

The online account service will retain six months of e-Bills in its records. To keep a longer history, you can print the e-Bill for your own personal records. In addition, the online account service will retain usage amounts, payment schedules, transaction history, and other information for thirteen months.

Can I still pay my bill by mail if I receive an electronic bill?

Yes, e-Bill customers may pay their bills through the mail. Customers may print out their bill and send payment via check to the address provided on the bill.

Are there other payment options for paying my e-Bill?

Yes, e-Bill subscribers may pay their bill with a credit card or with one of the City's Automatic Payment Plans.

What are Peoria's Automatic Payment Plans?

The City of Peoria offers two ways to pay automatically: with a checking/savings account, or with a credit/debit account.

How do I sign up for one of Peoria's Automatic Payment Plans?

Automatic withdrawal can be set up online through the customer web portal, in person or over the telephone.

Online Sign-up:

Log-in to myaccount.peoriaaz.gov and click on "Setup Automatic Payments".

Choose your desired option:

Checking/Savings Account Setup/Change

Credit/Debit Card Account Setup/Change

Fill in your account information and click submit.

Phone:

A representative will assist you with automatic monthly withdrawal setup over the phone. Contact 623-773-7160 and press option 0 to speak directly with a representative.

In person:

A representative will assist you with automatic monthly withdrawal setup over the in person at City Hall:

City Hall
2nd Floor
8401 W. Monroe St.
Peoria, AZ 85345

I have not received an email informing me that my utility bill is ready. What do I do?

If you were expecting your utility bill and have not received an e-Bill notification, check your "bulk mail" or "junk mail" folder and see if it is there. E-Bill notifications are sent in bulk and some email servers may think our email is junk. To ensure you receive e-Bill notifications from the City please add the e-mail address, "CustomerService@peoriaaz.gov" to your personal address book or "safe list". Also, you can always review your e-Bill at myaccount.peoriaaz.gov.

Can I switch back to paper bills in the future?

Yes, you may discontinue receiving e-Bills at any time. To discontinue receiving an e-Bill, follow these directions:

- Log-in to myaccount.peoriaaz.gov.
- Click on: 'Click here to sign up for paperless billing'.
- Choose: "No, I would like to receive my bill only by mail".
- Click submit and you will no longer receive an e-Bill.