

Seattle Utilities Electronic Billing Frequently Asked Questions

How do I sign up for Electronic Billing?

Enrollment for eBilling is 4 basic steps.

1. Enter your account number and mailing zip code
2. Create a UserID and password
3. Provide your email address
4. Read and agree to the service terms and conditions.

Is my financial and personal information secure?

Yes, the City's vendor, Metavante Corporation who manages the application for the City of Seattle eBill service uses the following security features:

- **Secure Socket Layers** that ensure your connection and information is secure.
- **Encryption:** Strictly enforced 128-bit encryption security levels for users accessing this service. All users accessing this service must ensure that their Web browsers are set to enable 128-bit encryption.
- **Automatic Sign Out:** Automatic sign-out after 20 minutes of inactivity.

Will I continue to receive my bill by mail?

No. When you enroll in eBill you will receive an email notice that your bill is available for on-line viewing. You will no longer receive paper bills by mail, however, if you forget to pay a bill, the reminder notice will be mailed to you.

What if I don't receive the eBill Notification?

Notifications are sent to the e-mail address that you specify when you sign up. If you don't get the notification, double check that you typed the e-mail address correctly. You can view your most current bill when it is available.

How do I make a payment with eBill?

There are 2 payment options. You can elect to make one time payments or you can schedule automatic, recurring payments.

Can I pay my bill automatically using my credit card?

Yes, you can use Visa or Mastercard credit cards, debit cards with the Visa or Mastercard logo, or your checking account. When you set up an automatic payment rule your bill balance will be paid automatically on the day that the bill is due.

Can I set up more than one financial account to use when making online payments?

Yes, access the payment methods form to add new bank accounts or credit cards, or modify existing account information.

What should I do if I forget my UserID or password?

Access the *"forgot your password?"* or *"forgot your UserID?"* links on the lower portion of the login page.

Can I change my utility account information on-line?

No. You can change information associated with the eBill service (such as your credit card number) but this will not change your utility account information in our billing system. To make changes on your utility account you should call 206-684-3000.

Both my spouse (roommate or domestic partner) and I want to pay the bill alternately or make partial payments. Can we do that?

Yes. Two people can associate themselves to an eBill account. Each person should sign up and select their own UserID and Password.