CITY OF ASTORIA
UTILITIES DEPARTMENT
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How to Set Up an Automatic-Recurring Online Utility Payment

Go to the City's website at www.astoria.or.us

On the left side of the screen click on: Pay Water Bill

If already registered – begin at the Log in by entering an email address and password.

Otherwise, on the right side of the screen: Register using your utility bill – click on the underlined click here. This will open a new window. To register enter the first name and the last name *exactly* as it appear on the billing statement. Enter the utility account number *exactly* as it appears on the billing statement. Enter an email address and password. Click Register.

Another window will open. In this window a message will appear in red requesting email verification. It is very important to verify the email used to register the utility account. Please click where indicated for verification. This will prompt an email to be sent to the email account just registered. This is a one-time verification process unless the email account changes. Please open your email and follow the instructions in the verification to complete the process. Options within the web payments system will be limited until the registered email has been verified.

To set up a recurring utility payment – click on the tab at the top of the page named My Profile or by scrolling down to the Account Profile box, the fifth box down on the right side of the screen.

Another window will open. In the second box titled Your Accounts – click on the account number that is underlined.

Another window will open: Under the heading of Auto Payment of Bill – toggle:
- Yes, I would like to activate auto payment

This will open a new window in which a payment method can be selected. Payments can be made with an electronic check or with a credit or debit card.

Select the payment type – the window will change depending on the payment type
Enter a description: (see examples)
   My Checking
   My Debt
   My Credit Card

Enter checking or credit card information in the appropriate boxes

Click: Add payment method to this customer

To add additional payment methods simply repeat the above steps.

If you have any questions, please contact the City of Astoria Utility Clerk at (503) 338-5172.