

## UTILITY BILLING – AUTOMATIC PAYMENT ENROLLMENT

City of Wauwatosa - Utility Billing Portal

Select **“Enroll in auto pay”** to set up automatic payment using either e-check or Credit Card payment methods (VISA, MasterCard and Discovery only).

**Note:** If you **are not** currently enrolled in auto pay, the button will say **“Enroll in auto pay”** if you **are** enrolled in an automatic payment method the button will say **“Manage auto pay”**.

The screenshot shows the Utility Billing Portal home page. The navigation menu on the left includes Home, Manage accounts, Account detail, Transactions, Consumption, Service requests, and Contact preferences. The main content area features a welcome message, a current balance of \$486.78 due 3/20/2024, and a 'Pay Now' button. A sidebar on the right contains buttons for 'Pay bills', 'Enroll in auto pay' (highlighted with a red box), and 'Schedule payment'. Below these are sections for 'Last payment' (\$497.77 paid 10/23/2023), 'Current bill' (\$198.86 billed 3/1/2024), 'Announcement' (City Hall Office Hours), and 'Contact us' (414-479-8963). A bar chart at the bottom displays consumption data for August 2022 to July 2024.

The next screen will allow you to select the desired account(s) you want to enroll in automatic payments.

The screenshot shows the 'Manage auto pay' screen. The navigation menu on the left is the same as the previous screen. The main content area has a back arrow and the title 'Manage auto pay'. A table lists accounts, with the first row showing 'Not enrolled', a balance of \$486.78, and a due date of 3/20/2024. The 'Enroll' button for this account is highlighted with a red box. To the right, there are sections for 'Announcement' (City Hall Office Hours) and 'Contact us' (414-479-8963).

The next screen will allow you to select a payment method.

**Note: If you were enrolling in automatic payments with our previous payment processor you will need to re-enroll with our new payment processor.**

  **Utility Billing**

-  Home
-  Manage accounts
-  Account detail
-  Transactions
-  Consumption
-  Service requests
-  Contact preferences

### Enroll in auto pay

 By enrolling in Auto Pay, you understand that your account will automatically be drafted on your bill due date. Any payments made prior to your bill due date will be reflected in the balance drafted.

Payment day

Your payment will draft on your bill due date.  
Your first draft will be **9/20/2024**.

[Cancel](#) [Enroll now](#)

## Enter your automatic payment information

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To complete your enrollment, enter a new card or eCheck to charge for automatic payments on the following account.

Account

Account description Utility Billing Account

**Your automatic payments will be processed on the due date of your bills**

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How are you going to pay?

- Enter new credit card
- Enter new eCheck

Where should we send your receipt?

By enrolling in automatic payments, you agree to the following [privacy policy](#) and [terms of use](#).

[Back](#)

[Finish](#)

Upon successful complete you will receive confirmation for your records



You're all set!

You have enrolled in automatic payments for the following account.

Account [Redacted]

Account description Utility Billing Account

[Continue](#)

E-mail from: Online Payments <noreply@tylerportico.com>



City of Wauwatosa auto pay registration confirmation

**Hi**

You have successfully set up auto pay.

Payments will appear on the account statement for your Checking account ending in 6789. You will receive receipts when payments are processed.

**Account** [Redacted]

**Account Description** Utility Billing Account

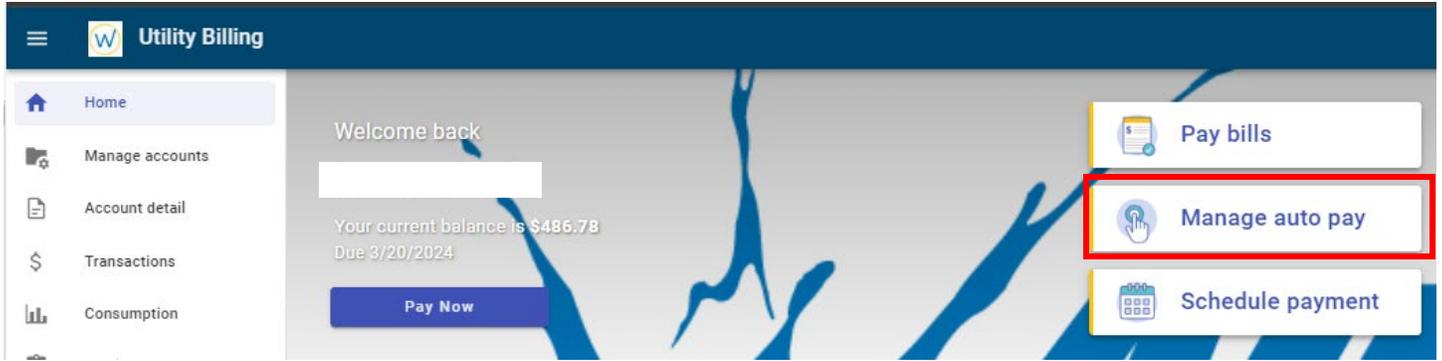
[Cancel automatic payments](#)

**August 12, 2024 03:53 PM CDT**

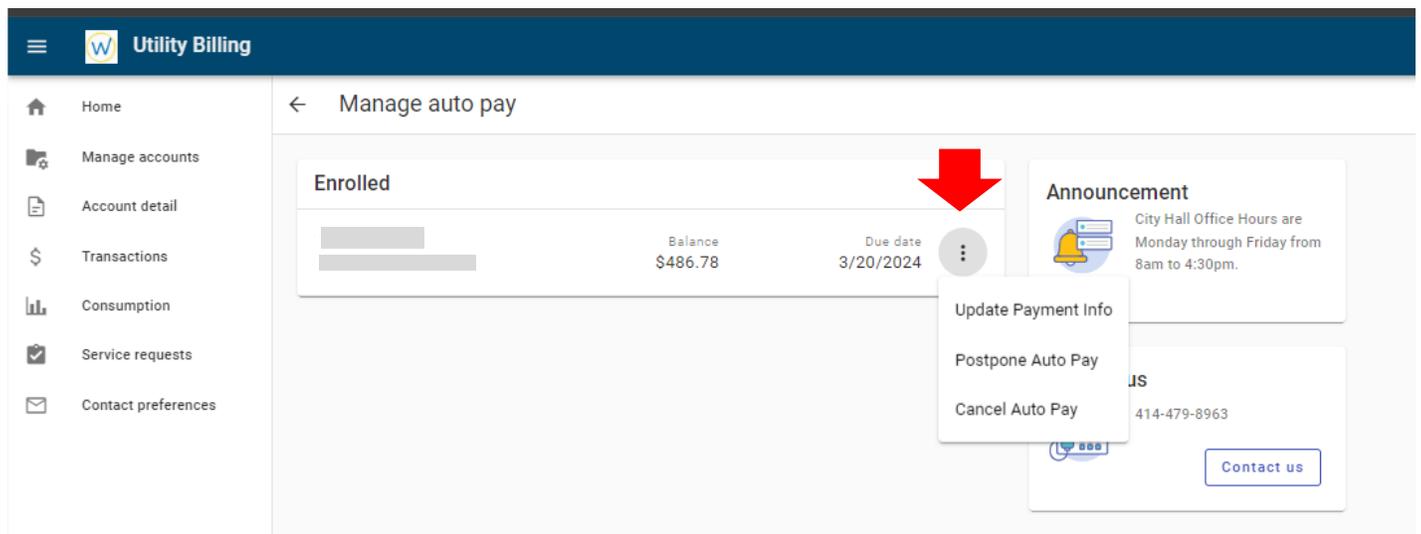
City of Wauwatosa  
7725 W. North Avenue Wauwatosa, WI 53213

[Website](#) | (414) 479-8963

Once enrolled, you will now be able to “Manage auto pay” at any time by accessing your Resident Access Utility Account.



When clicking the three dots menu, you will have the ability to: Update Payment Info, Postpone Auto Pay and Cancel Auto Pay.



If multiple accounts are linked, each one will show if they are enrolled or not enrolled in auto pay

