

THE CITY OF SOUTH ST. PAUL
AUTOMATIC PAYMENT ENROLLMENT

Q. Where do I start?

Go to WWW.SOUTHSTPAUL.ORG

Click on Online Payments.



[View or Pay Bill Now](#)

Read through the instructions, then click on View or Pay Bill Now

Click Register Now.

Enter Customer Number and Account Number. Select Search Invoices.

Click Select next to top invoice.

Click Register Selected Invoices. |  **Register Selected Invoices**

Now you should be able to enter all your information.

Q. What payment methods can be used with AutoPay?

A. You can use E-Check (direct withdrawal from your checking or savings account), Debit Card or Credit Card. Just set up your payment method(s) online.

Q. How soon will the AutoPay start?

A. Your AutoPay will begin with the next payment date on your utility statement. No need to wait until the next billing cycle.

Q. When will my payment be withdrawn?

A. Payments will be withdrawn on the Billing Due Date. Refer to your billing statement for the Due Date.

Q. How can I be sure my bill has been paid?

A. You will receive an email confirming that the payment has been processed. You can also go online and check your account; it will show recent payments.

Q. Is there a charge for this service?

A. No. The City does not charge you for automatic payments.

Q. What if I change banks or accounts?

A. Changes can be made anytime online. You can change your bank account information, change the payment from your bank account to a credit card, start or stop your AutoPay.

Q. Will I still receive a statement in the mail?

A. Yes, you will always receive a statement, unless you sign up for paperless billing online.

Q. What happens when I sell my property?

A. AutoPay will deduct your final bill based on the due date. Your final bill will be sent to your forwarding address so you will know when it will be withdrawn. If you don't want it to be withdrawn from your account or charged to your credit card, you can cancel your AutoPay online.

Q. Who do I contact if I have questions about my bill?

A. Call the City Utility Billing Department Monday – Friday 8:00 am to 4:30 pm at 651-554-3209. We're happy to help.

SERVICE ADDRESS _____

CUSTOMER NUMBER _____ ACCOUNT NUMBER _____