



# PAY ONLINE!

You can now pay your Utility Bills online!  
Just use the link on our website to sign up.

**\*see back for more instruction\***

[www.coburgoregon.org](http://www.coburgoregon.org)



## ONLINE PAYMENT SYSTEM FAQ'S

### **What does the customer portal offer?**

With the customer portal, you can easily make a payment, view your bill, activity and usage, edit your profile, view payment history or prior billing statements, & request paperless billing.

### **Are there any convenience fees assessed to customers using the portal?**

There are NO additional fees added to your bill if you choose to pay online.

### **I am already on autopay in the City of Coburg's current payment system. Do I have to set up a new account?**

If you are enrolled in our ACH or autopay system already, please contact us at 541-682-7850 before you sign up online.

### **I pay my bill through an online bill payments service provided by my bank. Do I have to set up a new online account?**

If you would like to utilize the payment options from our new system, you would need to discontinue your payment service with your bank. You can also keep that payment service and sign up to our new system to be able to view account details, without making payments.

### **If I don't pay online, what are my other options?**

You can still call and pay with a card over the phone (during office hours), send in or drop off a check or cash (in-person, in the drop boxes, or in the mail).

### **Can I set up multiple utility billing accounts? Can I access them under one log-in?**

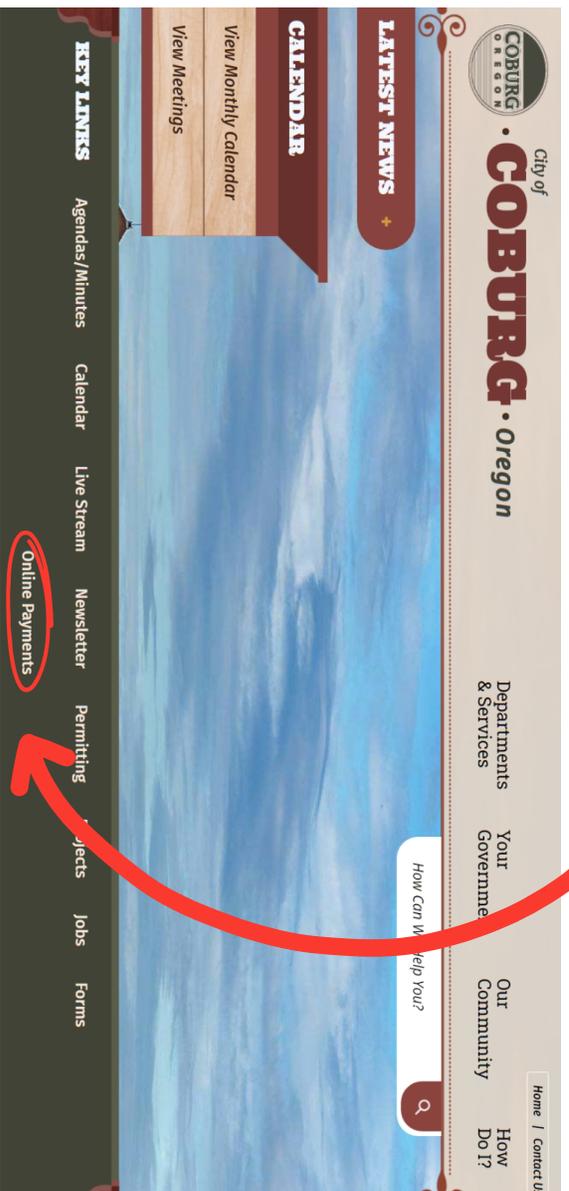
Yes. An additional benefit of the customer portal is the ability to add multiple utility billing accounts using the same profile.

**\*In order to set up autopay and choose paperless billing,  
you must verify your email after signing up\***

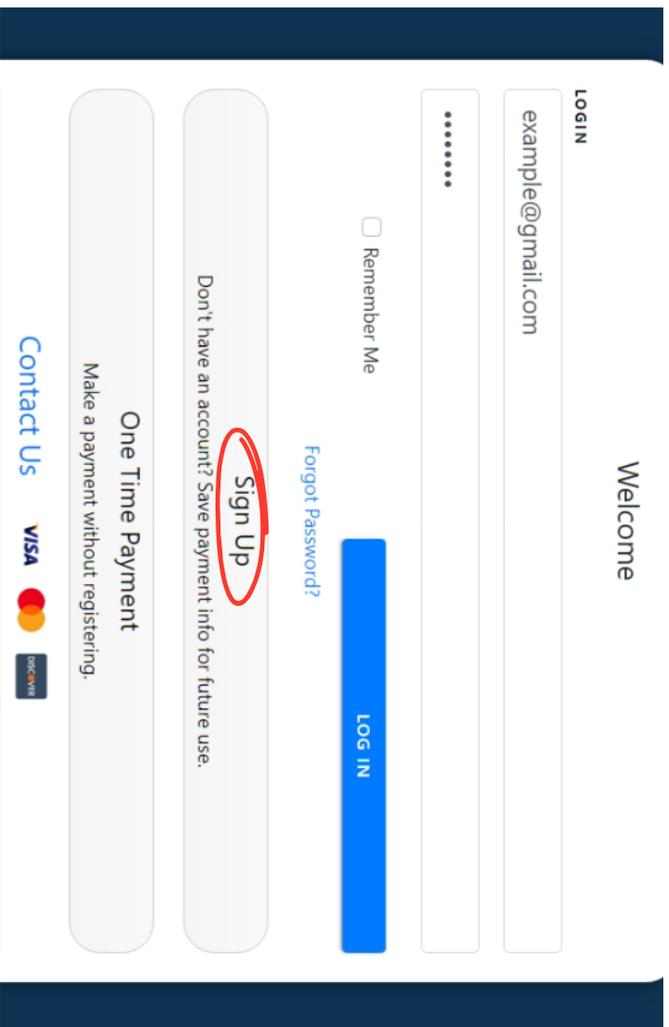
If you have any more questions, please contact us at 541-682-7850, or come into City Hall and we can help answer questions or walk you through the process.

# TO SIGN UP:

1. Visit our website for the link to sign up



2. Click sign up



3. Enter your information & hit Complete Registration

## Account Information

Create your account.

Email \*

Confirm Email \*

Password \*

Confirm Password \*

Password must be at least 8 characters in length, and include three of the following:

- Lowercase Letters
- Uppercase Letters
- Numbers
- Special Characters (!, @, #, \$, %)

## Utility Bill Verification

A recent utility bill is required to fill in some of the information below.

Last Name or Business Name \*

Utility Account Number \*

Please make sure you enter the account number with all leading and trailing zeroes and dashes.  
For example: 123456-123

COMPLETE REGISTRATION