

City of Atkins

480 3rd Avenue | PO Box 171, Atkins, IA 52206 | 319-446-7870 | cityofatkins.org

May 16, 2022

Dear City of Atkins Utility Customers,

WE ARE EXCITED TO OFFER ONLINE VIEW/PAY BILL SERVICE!

With this service, you will be able to make a one-time payment or regular monthly payments, and to take advantage of all the features the portal has to offer! While your account number will remain the same, you will need to set up a username (you may use an email address) and password to protect your information.

In this portal, you will be able to:

- Enroll in paperless billing which will allow us to notify you by email or text (if you prefer), when your bill is available to view online.
- Sign up for AutoPay! Your bill will be paid on time, every time. AutoPay will deduct on or around the 20th of each month (depending on the day of the week and holidays).
- View current and past bills.
- View usage history.
- Update your account information.
- Receive automatic notifications regarding city activities and emergencies.
- Email City Hall.

Once registered, you will be able to select how to receive utility related notifications, including emergencies. You may also contact customer service from your portal, it's that simple!

TO GET REGISTERED:

- 1) It's easy to register! Go to: <https://pay.waterbill.com/login-atkins-ia>. Have your most recent utility bill with you!
- 2) You will receive an "Activate Account" email. Click on the link in this email to access your account.
- 3) Once registered, you will go to <https://pay.waterbill.com> or go to our website: cityofatkins.org and click on the link there to access your account.

Customers who were already on AutoPay:

You will need to register and set up your automatic payments on the new online service to continue. Select "change" on the main screen and following the instructions. Please do this by June 5, 2022.

Customers having more than one utility account:

Customers responsible for more than one account may link them together using a single portal login. Simply add an account to your portal list and easily switch between accounts and remove accounts if needed. Once registered, logon to the portal, select your **Account Name** menu, located on the far right of the screen, then select **Add another account** menu option.

If you have any questions, please contact Amy Breese at 319-446-7870 or abreese@cityofatkins.org.

Thank you!

Atkins City Hall