e-Utility Billing   FAQs

What is e-Utility Billing?

eUtilityBilling is a convenient, safe and secure on-line service the City of Robbinsdale offers to its utility customers. With eUtilityBilling, you are able to:

- Pay your utility bill any time of the day
- Receive an electronic copy of your bill instead of a paper copy
- View billing history
- View your water consumption history

How do I sign up for e-Utility Billing?

You will need to click on the Register tab to set up your personal account and put in a User ID and password, you will then need to click register. Your registration will be processed immediately, and a verification code for your initial login will be emailed to you. You may begin making online payments immediately!

What information do I need to sign up?

You will need your 10 digit account number and 8 digit customer number. These numbers can be found on your utility bill.

What can I use as my Username?

Your Username can be anything you want and it is not case sensitive. We recommend that you use the first letter of your first name and your full last name. If another person has already registered with the same Username, the system will inform you of this and you will need to select a different Username.

What can I use as my Password?

Your password must be at least 7 characters long and is case sensitive. It can include any combination of numbers, letters or special characters, but does not need to include all of these.

Where is my verification code?

A verification code is required for your initial login to eUtilityBilling. Once you are registered, a verification code will be sent to the email address provided during registration. If you do not receive your verification code, please call Utility Billing Monday through Friday between 8a.m. and 4:30 p.m. at 763-531-1211.

What if I can't log in/my password doesn't work?

Your password is case sensitive.   Please be sure to type the password using upper and lower case characters as needed. After 5 attempts of the incorrect password, the system will lock you out. After 10 minutes you will be unlocked and the system will allow you to click on the "Forgot your Password" button.

What if I forgot my password?

You may request your password by clicking on the "Forgot your Password" button which is located on the login page. Enter your User ID, then click on the "Forgot your password?" button. Your password will be sent to your email address.

How do I change my password?
You can change your password any time by clicking on the "Change Profile" button and then by clicking on the "Manage Password" button.

What if I forget my User ID?
We recommended you use the first letter of your first name and then your full last name; you also received an e-mail when signing up that has your user name and password. If you still do not remember your User ID, please call Utility Billing Monday through Friday between 8 a.m. and 4:30 p.m. at 763-531-1211 for assistance.

How do I know my computer connection is secure?
To ensure you are on a secure server, look for the padlock or key icon in the lower right hand corner of your internet browser. The padlock should appear locked and the key should appear connected to indicate a secure server. The symbol may not be visible on general information screens about the service, but will be reflected on any screens that will transmit your confidential account information. Another indication of a secure website is the web address bar. It will change from http://… To https://… The "s" indicates the hypertext transfer protocol (http) is secure.

If my computer is left inactive, how long do I have before I am logged off?
If your computer is left inactive for a period of 20 minutes, you will be logged off.