e- Bills FAQ

What is an e-Bill?
eBill is an electronic copy of your utility bill. When registering for eUtilityBilling, you may elect to receive eBills. If you choose to receive eBills, you will **no longer** receive a paper copy of your bill. You will be notified by email when your eBill is ready for viewing every other month.

How do I change from paper bills to eBills?
If you would like to change your billing preference, click on Change Profile, then on Manage Profile, and change your selection in the Receive eBills box.

How do I view my utility bills?
Click on Billing History, then click on any of the dates under the Bill Date column to see the details of each bill. If you elected to receive eBills, you will also see the word "View" under the Web Bill column. When you click on any of the "View" links, a separate window will pop up with your eBill. Due to a new utility billing system implemented in June 2006, only details of your bill from June 2006 to present can be viewed.

I have signed up for eBills but do not see the word "View" under the Web Bill Column.
Utility bills received prior to signing up for eBill will not be available for view under the Web Bill column.

I click no the word "View" under the Web Bill column, but nothing happens
If you click on the word "View" under the Web Bill column and are unable to see the bill, you may have to turn off your "Pop up Blockers". On the top toolbar, click on Tools, then Pop-up Blockers. Make sure the setting is set to "Turn off Pop-up Blockers".