



WAYS TO PAY YOUR UTILITY BILL

- Online Portal (step by step instructions below)
 - You will need your account number and last payment amount
 - This is where you can sign up for auto pay
- Call the secure phone line to pay (877) 881-0113
 - You will need your account number and service address
- Cash, check, or money order to avoid processing fees
 - You can utilize bill pay through your bank if your bank has that capability. Utilizing bill pay can take up to 2-3 business days for the city to receive your payment.
 - You may utilize the city drop box 24/7 located at City Hall 201 Main Street
- ACH Bank Draft
 - Your utility bill will be drafted on the 10th of each month or the following business day if the 10th is a weekend or holiday. This is a FREE way to pay. You must complete the bank draft authorization form on the water department page.

HOW TO SIGN UP FOR THE UTILITY BILLING PORTAL

- Go to www.cityofjosephinetx.com
- Click Pay Water Bill → Click Sign in or Sign up → Click Register
- Enter the email and password you would like to use for your login
- It will send you an email to the email address you provided to verify the email address.
- Go to the email it sent you and activate /verify your email
- Login to the portal with the email address and password you signed up with
- Click on Add to my service under additional links
- Click on Utility Billing → Click on add account → Enter the account number including the dashes
- Enter your last payment amount excluding the \$ sign and/or - sign.