

Providing Account View Access Via Xpress Bill Pay

As you are most likely aware, Highland City doesn't offer landlord/rental agreements for utility services. The bill must remain in the homeowner's name, and the statement mailed to the homeowner. However, there is a way to provide access to your renter or third party to view and pay the Highland City bill online. Please review the steps below for more information.

Creating an Account:

- Visit www.highlandcity.org and click on the "Online Bill Pay" link from the front page.

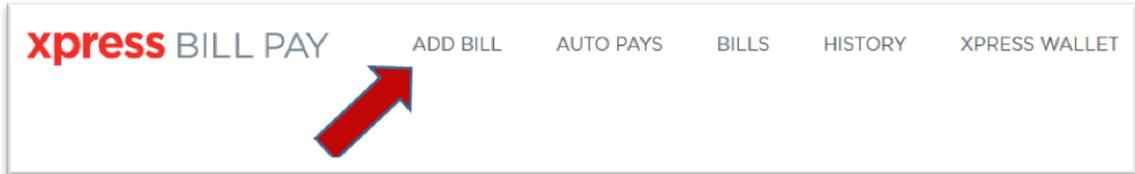


- This link will redirect the user to our third party website: www.xpressbillpay.com.
- If this site is new to you, please first create a web login for this site. *If you have already used Xpress Bill Pay before, please skip to "Adding Bill" below.

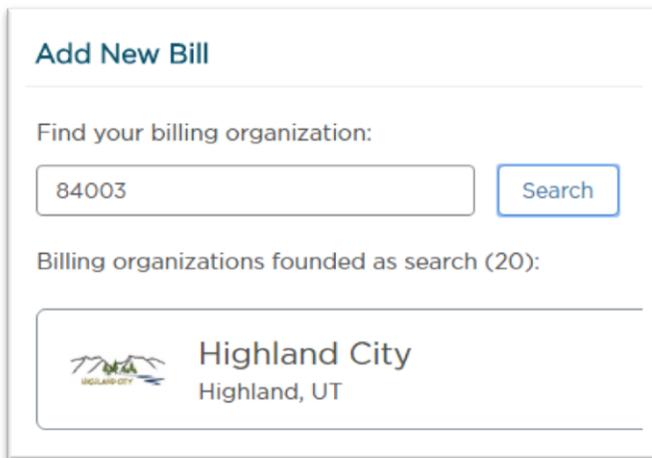
- After creating the username and password, it may send an email to the registered email address to "validate" the login. Please check your mail if it indicates an email was sent and follow the instructions before continuing.
- Login to www.xpressbillpay.com with the new created web login.

Adding Bill:

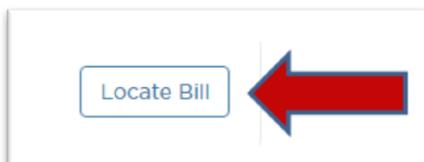
- If you just logged in to www.xpressbillpay.com for the first time, the first screen you see should walk you through the steps below. If you already have a login on www.xpressbillpay.com, please click on “Add Bill” at the top of the page.



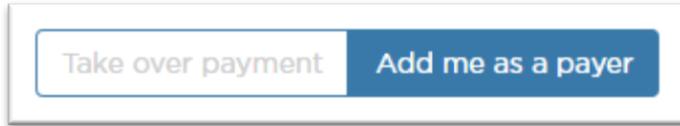
- It may automatically display Highland City as a choice of cities to add a bill from. If it doesn't, please type in Highland City's zip code, 84003, to find your billing organization.



- Click on Highland City.
- The following web page should ask for the Account Number, and then the Last Name or Business Name.
- * If you are the renter or third party, it may help to request a copy of the current statement from the homeowner to provide you with the information needed to setup the bill. This does not necessarily mean the balance due is your responsibility. Check with your homeowner.
- Click on “Locate Bill” at the bottom right once you've filled out the information requested.



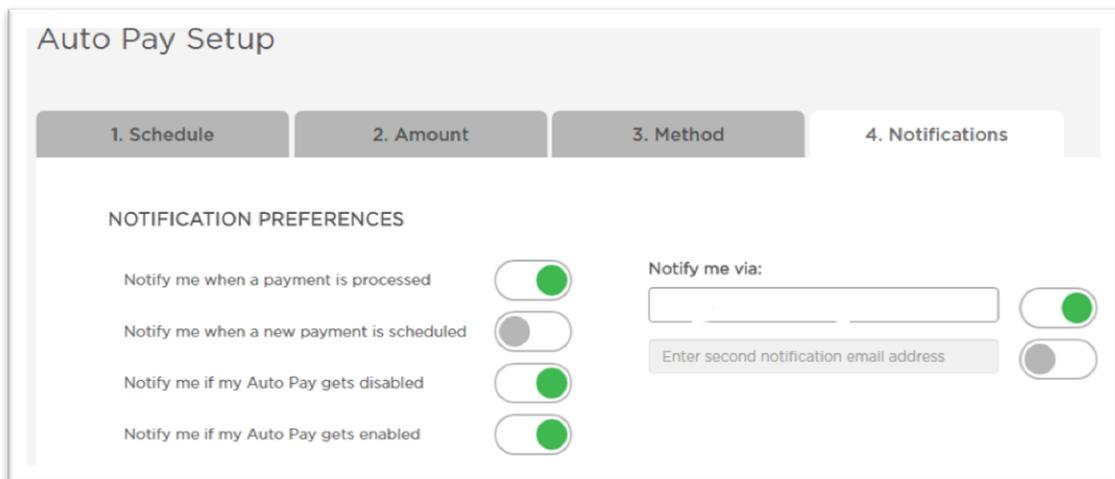
- The next page will show the utility account number and name. Please double check this to be sure it's accurate. It may also say "This account already has a payer. You can add yourself as an additional payer or take over payment from the previous owner." Please select "Add me as a payer."



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- The boxes below will ask you to verify the account by entering the street address, and the amount due on the current bill. Please enter in the street address, and the amount showing due on the most current Highland City bill—even if the bill was recently paid.
- You should then receive a message saying you have successfully added your bill.

Options available on Xpress Bill Pay:

- Set up Auto Pay. You are able to determine whether the payment is made from your checking account, or credit/debit card as well as the date you'd like payments to process.
- Even if you choose not to setup Auto Pay, you will still have the ability to setup Notifications. Bills are due on the 20th of each month.



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- If you have any questions or concerns, please feel free to contact the Highland City Bill Clerk at 801-772-4523.