

The City of Soldotna partners with Xpress Bill Pay, the premier provider of online bill payment services. This partnership allows the City to provide our customers more payment options, greater flexibility, and time savings.

Customers can pay their utility bill with credit card, debit card, or by e-check. This can be done at City Hall, over the phone, or online. Payments can be a single one-time payment or can be set up to be recurring. There is no cost to sign up for the online service. Once you've created an account, you can log on at any time to view and pay your bills, set up recurring payments (auto pay), change your payment method, etc. Additionally, you will receive an email each month to let you know your bill is available online.

Signing up for an account with **xpress BILL PAY to pay your utility bill is easy...**

- 1) Go to www.XpressBillPay.com or click the link from the City of Soldotna website www.soldotna.org.
- 2) Follow the instructions to create an account. You will need a valid e-mail address to set this up. You will receive an email confirming your account set up.

Q&A about this service....

Q: What is Xpress Bill Pay?

A: Xpress Bill Pay is the company the City partners with to provide utility bill payment services. You can access your utility account from their website, XpressBillPay.com, or from the link on the City's website at www.soldotna.org.

Q: What payment choices do I have with Xpress Bill Pay?

A: You can pay your utility bill with a credit card, debit card, or by e-check (transfer of funds directly from your bank account).

Q: Does this service cost anything?

A: There is no charge to sign up for an account. There is no fee to pay your utility bill by debit card, credit card, or e-check.

Q: What other information is available?

A: Signing up for an account allows you to view your utility account online, viewing up to one year of history on your account. This will allow you to compare your current bill to your bill a year ago.

Q: How do I know my payment went through?

A: After you complete your transaction, you will receive an email receipt confirming that your payment went through. If you set up recurring payments, an email receipt will be sent after each transaction has processed unless you disable this notification.

Q: Is my information safe?

A: Absolutely. All the transactions are handled on secure servers. As long as you keep your password safe, only you will be able to access your account. Additionally, your personal information or email address will not be sold or rented to third parties.

Q: Can I pay with my card or by e-check at your office or over the phone?

A: Yes. Utility payments can be made by debit card, credit card, or by e-check at City Hall or by calling 907-262-9107.

Q: Can I pay with my card or by e-check for other items or services at City Hall?

A: Yes. You can pay with credit or debit card or by e-check for permits, animal control licenses, and any other charges at City Hall. There is a 3% fee on all credit and debit card payments for non-utility transactions. There is no fee to pay by e-check.

Q: Can I pay with my card or by e-check at other City Buildings?

A: Yes. A 3% fee will apply.