

# Introducing Click2Gov online utility payment portal

*Click2Gov Payment Portal provides several convenient online payment options for your utility bill.*

*Register for **Click2Gov User Account** for on-line, round the clock access to detailed information about your utility account. At your convenience, view your account to find the answer to your routine billing or usage questions.*

## Online Utility Bill Pay Options

For Utility Billing payment options, please visit <https://s-alsi-egov.aspgov.com/Click2GovCX/index.html>.

## One Time Payment

To make a payment on your utility bill without a user account, select **One Time Payment** on the menu to the left.

### One Time Payment

- In pop-up window provide your account number, located on your utility bill under Account Information
- Click **Pay**

### View Fees

- Verify account information is correct (Account Number, Customer Name, Address)
- Under **Fees**, the **Payment Amount** will prepopulate with the current balance due on the account. You can change this to the amount you wish to pay or leave unchanged to pay the full amount due. Click **Continue**

### Payment Method

- Select payment method. Either credit card or eCheck

#### Credit Card

- Supply email address for payment receipt
- Review payment amount and additional fees (credit card convenience fee - \$2.99 per transaction). Click **Submit**
- **Payment Information**. Provide credit card account information then click **Submit**

#### Electronic Check (eCheck)

- Supply email address for payment receipt
- Review payment amount (There are no convenience fees for eCheck transactions) Click **Submit**
- **Payment Information**. Provide banking account information then click **Submit**

## What you will need to register for a User Account

- From your current utility bill you will need to know the:
  - Account Number
  - Location Address
  - Cycle/Route Number

## Registration Process

- Click **Create New User** on the menu to the left.

- Fill in required fields.
- An email will be sent to your registered email address.
- Follow the instructions in the email to log into your newly created user account.
- Log into your user account with your email address as the username and the password you created when registering your user account.
- Then click **Manage Accounts** on the menu to the left.
- Then click **Add Account**.
- Fill in required fields. You can find your Account ID and Cycle/Route Number on your Utility Bill under Account Information.
- For Landlords/Business owners with multiple utility accounts, you may register each utility account here under a single User Account.

## Benefits of my Click2Gov User Account

Click2Gov User Account provides on-line, round the clock access to detailed information about your utility account. At your convenience, view your account to find the answer to your routine billing or usage questions. The following information is available through Click2Gov:

**Account Information** – View account information, including account status, account balance, amount past due, as well as a link to the latest bill sent.

**Payment History** – Display account payment history, including pending payments.

**Make Payments** – Pay utility bill using credit card or eCheck. There is a \$2.99 convenience fee for each transaction with credit card payments.

**Consumption Report** – View consumption history for each metered service, including last read date, average daily usage, and period usage.

- **Consumption Summary Graphs** – View a graph of consumption during the past three years by type of metered service. Graphs can be displayed by period or by year.

**Billing History** – View account billing summary for the previous three years including bill date, due date, balance forward, current charges, and total bill amount. Click a bill date to view a billing statement that provides detailed usage and charge information for that period.

**Service Summary** – Display the average charges for each type of service. View a graph of previous twelve months charges by type of service.

**Mailing Address** – Change utility bill mailing address.

**My Profile** – Edit your contact information or change User Account password. Maintain eWallet with credit card and banking information.