



CITY OF ASTORIA
 UTILITIES DEPARTMENT
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 ASTORIA, OR 97103
 Phone: (503) 338-5172
 Fax: (503) 325-2997

How to Receive a Utility Bill Electronically

Go to the City’s website at www.astoria.or.us

On the left side of the screen click on: Pay Water Bill

If already registered – begin at the Log in by entering an email address and password.

Otherwise, on the right side of the screen: Register using your utility bill – click on the underlined [click here](#). This will open a new window. To register enter the first name and the last name *exactly* as it appear on the billing statement. Enter the utility account number *exactly* as it appears on the billing statement. Enter an email address and password. Click Register.

Another window will open. In this window a message will appear in **red** requesting email verification. It is very important to verify the email used to register the utility account. Please click where indicated for verification. This will prompt an email to be sent to the email account just registered. This is a one-time verification process unless the email account changes. Please open your email and follow the instructions in the verification to complete the process. Options within the web payments system will be limited until the registered email has been verified.

For electronic statements – click on the tab at the top of the page named [My Profile](#) or by scrolling down to the [Account Profile](#) box, the fifth box down on the right side of the screen.

Another window will open. In the second box titled [Your Accounts](#) – click on the account number that is underlined.

Another window will open: Under the heading of Paper Bill via Post Office – click on:

- No - Do not print and send my bill using the postal service

Under the heading of Electronic Bill via E-Mail – click on:

- Yes - Send an electronic copy of my billing statement via email when the bill is ready

Click Submit at the bottom of the page.

To review click on the My Profile tab at the top of the page. The bottom of the box marked Your Accounts is a review of the account set up. See example below:

| Account Number | Default Customer | Paper Bills | Electronic Bills | Auto Pay | Remove Account |
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If you have any questions, please contact the City of Astoria Utility Clerk at (503) 338-5172.