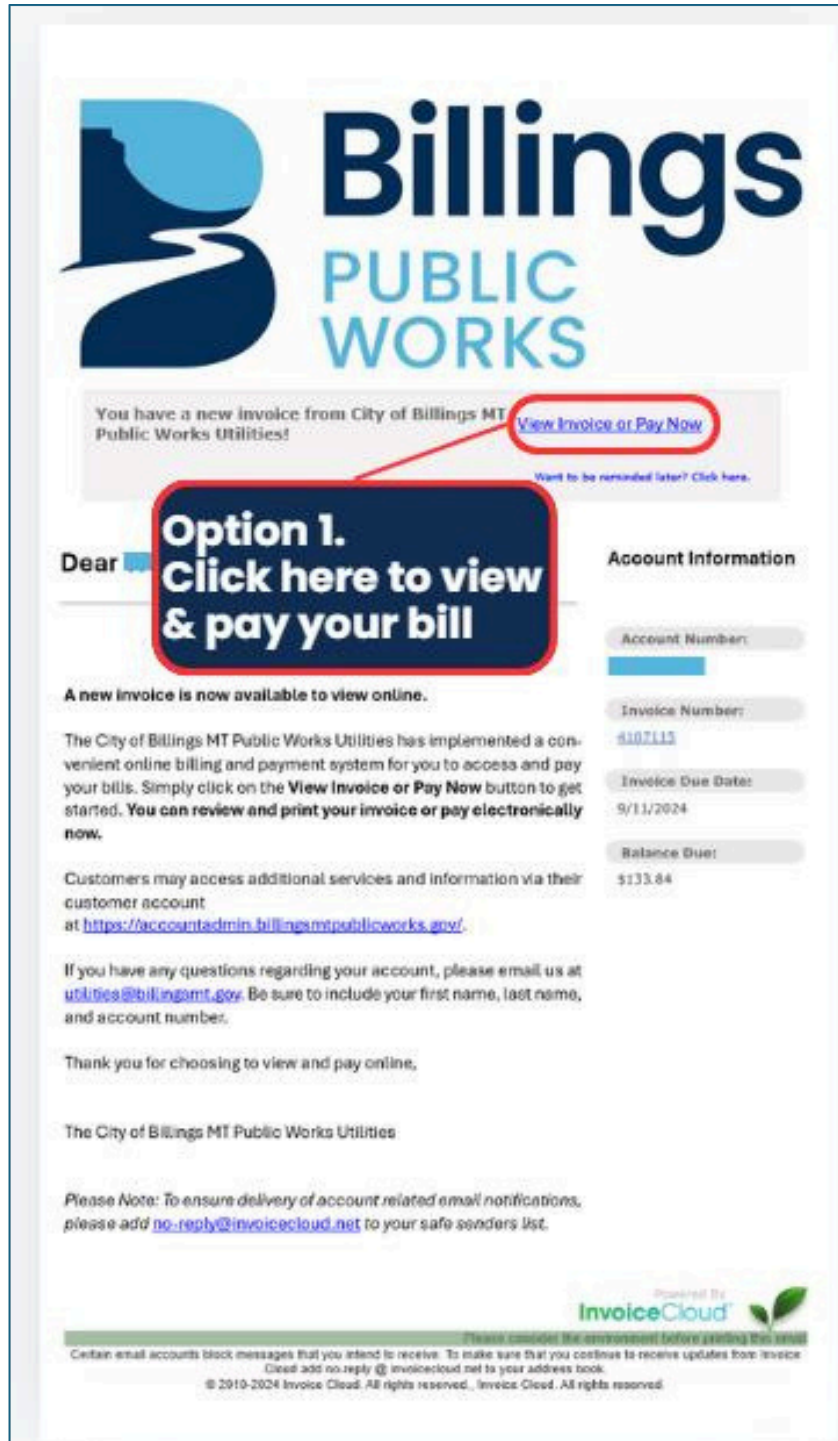




Step-by-Step Guide to Manage Utilities Online


1. Go to your City of Billings Invoice Notification email
2. Click on the “View Invoice or Pay Now” hyper link right below the Billing Public Works logo at the top of the email



3. Follow the prompt on the screen to “View Invoice” or “Proceed to Payment”

**follow the prompt
on the screen** 





Help

Your Invoice

Click on Proceed to Payment when you are ready to pay.

Type - Utility Bill


Items	Options
Utility Bill Due on 7/31/2024 Balance Due \$0.00	 View Invoice


Subtotal (1 Items) \$133.84
Not including any applicable service fees.

Proceed to Payment >

4. You can make a payment even if your balance due is 0

You can make a payment even if your balance due is 0





Help

Your Invoice

Click on Proceed to Payment when you are ready to pay.

Type - Utility Bill


Items	Options
Utility Bill Due on 7/31/2024 Balance Due \$0.00	 View Invoice


Subtotal (1 Items) \$0.00
Not including any applicable service fees.

Proceed to Payment >

5. A credit will appear as a negative balance to apply toward your future bill

A credit will appear as a negative balance






Help

Your Invoice

Click on Proceed to Payment when you are ready to pay.

Type - Utility Bill

Items	Options
Utility Bill Due on 7/31/2024 Balance Due \$0.00	 View Invoice

Subtotal (1 Items) \$-30.00
Not including any applicable service fees.

Proceed to Payment >

6. Or you can access addition services and information by clicking on the portal link accountadmin.billingsmtpublicworks.gov

Billings
PUBLIC WORKS

You have a new invoice from City of Billings MT Public Works Utilities! [View Invoice or Pay Now](#)

[Want to be reminded later? Click here.](#)

Dear [REDACTED]

Account Information

Account Number: [REDACTED]

Invoice Number: 4107115

Invoice Due Date: 9/11/2024

Balance Due: \$133.84

A new invoice is now available to view online.

The City of Billings MT Public Works Utilities has implemented a convenient online billing and payment system for you to access and pay your bills. Simply click on the **View Invoice or Pay Now** button to get started. **You can review and print your invoice or pay electronically now.**

Customers may access additional services and information via their customer account at <https://accountadmin.billingsmtpublicworks.gov/>.

If you have any questions regarding your account, please email us at utilities@billingsmt.gov. Be sure to include your first name, last name, and account number.

Thank you for choosing to view and pay online.

The City of Billings MT Public Works Utilities

Please Note: To ensure delivery of account related emails, please add no-reply@invoicecloud.net to your safe senders list.

Option 2.
Click link to go to your account for more details

Powered by **InvoiceCloud**


Please consider the environment before printing this email

Certain email accounts block messages that you intend to receive. To make sure that you continue to receive updates from Invoice Cloud add no-reply @ invoicecloud.net to your address book.

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7. Follow the prompt to sign up or log in based on customer type

Follow the prompt to sign up or log in based on customer type





- If you currently have an online account, please enter your existing email address and password
- If you are an existing customer but have not registered previously, you will need to **create a profile** to get started.

PLEASE NOTE: Your account number has changed. Please contact our office at (406) 857-8315, option 3.

Username

Password

Log In

[Forgot Username or Password?](#)

Existing Customer?
[Create a Profile](#)

New Customer?
[Start Service](#)

Pay Without Logging in?
[Pay Bill as Guest](#)

8. If you had an online account before the billing system conversion, please use the same username and password to log in

Had an online account before the conversion? Please use the same username & password



- If you currently have an online account, please enter your existing email address and password
- If you are an existing customer but have not registered previously, you will need to **create a profile** to get started.

PLEASE NOTE: Your account number has changed. Please contact our office at (406) 857-8315, option 3.

Username

Password

Log in

[Forgot Username or Password?](#)

Existing Customer?
[Create a Profile](#)

New Customer?
[Start Service](#)

Pay Without Logging in?
[Pay Bill as Guest](#)

9. If you are an existing utility customer but never had an online account before, please select “Existing Customer? Create a Profile” option

Existing utility customers but never had an online account before, please select

Billings PUBLIC WORKS

- If you currently have an online account, please enter your existing email address and password
- If you are an existing customer but have not registered previously, you will need to **create a profile** to get started.

PLEASE NOTE: Your account number has changed. Please contact our office at (406) 857-8315, option 3.

Username

Password

Log In

[Forgot Username or Password?](#)

**Existing Customer?
Create a Profile**

**New Customer?
Start Service**

**Pay Without Logging In?
Pay Bill as Guest**

Please enter **ONE** of the following form(s) of ID on your utility account

Last 4 Digits of Your SSN

Leave blank

Service Address Street Number

123

If your address is 123 Sunny Ln, please only put 123

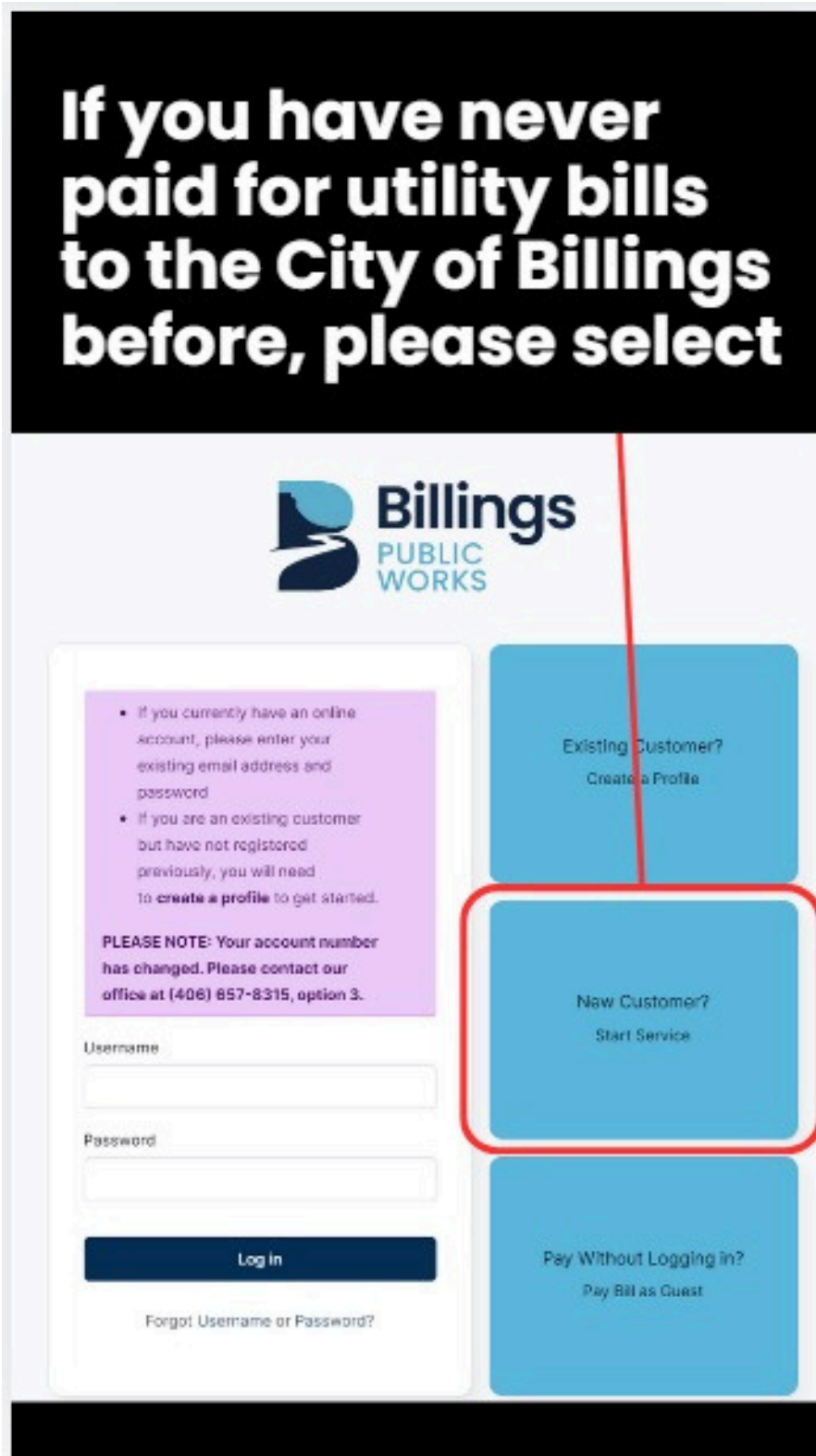
Date of Birth

Leave blank

NOTE: A common issue customers run into when they create a profile is they put too much information in on the following screen. If you enter more than one field, it will not work. The easiest way is to use the number of your house – in other words, if you live at 123 Main Street, enter “123” and nothing else. Leave SSN and Date of Birth blank.

10. If you have never paid for utility bills to the City of Billings before, please select “New Customer? Start Service” option

If you have never paid for utility bills to the City of Billings before, please select



Billings
PUBLIC WORKS

- If you currently have an online account, please enter your existing email address and password
- If you are an existing customer but have not registered previously, you will need to **create a profile** to get started.

PLEASE NOTE: Your account number has changed. Please contact our office at (406) 857-8315, option 3.

Username

Password

Log In

[Forgot Username or Password?](#)

Existing Customer?
Create a Profile

**New Customer?
Start Service**

Pay Without Logging in?
Pay Bill as Guest

11. If you'd like to pay bill as a guest without logging in, please select "Pay Without Logging in? Pay Bill as Guest" option

The screenshot displays the Billings Public Works website interface. At the top, a black banner with white text reads: "To pay bill as a guest without logging in, please select". Below this, the Billings Public Works logo is visible. The main content area is divided into two columns. The left column contains a login form with a purple notice box, username and password input fields, a "Log In" button, and a "Forgot Username or Password?" link. The right column features three blue buttons: "Existing Customer? Create a Profile", "New Customer? Start Service", and "Pay Without Logging in? Pay Bill as Guest". A red line and a red rounded rectangle highlight the "Pay Without Logging in? Pay Bill as Guest" button.

To pay bill as a guest without logging in, please select

Billings
PUBLIC WORKS

- If you currently have an online account, please enter your existing email address and password
- If you are an existing customer but have not registered previously, you will need to **create a profile** to get started.

PLEASE NOTE: Your account number has changed. Please contact our office at (406) 857-8315, option 3.

Username

Password

Log In

[Forgot Username or Password?](#)

Existing Customer?
Create a Profile

New Customer?
Start Service

Pay Without Logging in?
Pay Bill as Guest