

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

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]

Option 1.
Click here to view & pay your bill

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 email notifications, please add no-reply@invoicecloud.net to your safe senders list.

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InvoiceCloud

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Click add no-reply @ invoicecloud.net to your address book.
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3. Follow the prompt on the screen to “View Invoice” or “Proceed to Payment”

**follow the prompt
on the screen** 

 Billings
PUBLIC WORKS

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

 Billings
PUBLIC WORKS

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

 Billings
PUBLIC WORKS

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.

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Thank you for choosing to view and pay online.

The City of Billings MT Public Works Utilities

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

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

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Certain email accounts block messages that you intend to receive. To make sure that you continue to receive updates from InvoiceCloud, 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**

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?](#)

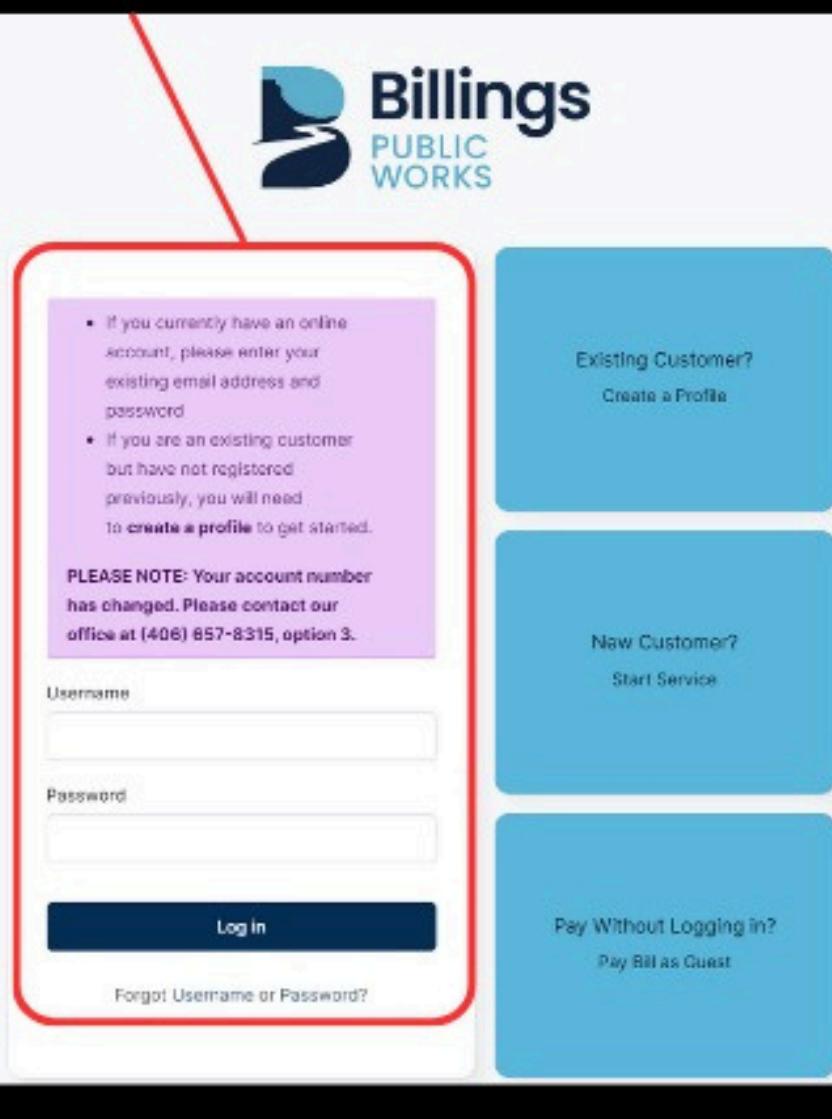
Existing Customer? [Create a Profile](#)

New Customer? [Start Service](#)

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

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**



The image shows the Billings Public Works login page. At the top, there is a large black box with white text that reads: "Had an online account before the conversion? Please use the same username & password". Below this, the Billings Public Works logo is displayed. The main form area has a red box highlighting the following instructions and fields:

- 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) 657-8315, 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

Existing Customer?
Create a Profile

New Customer?
Start Service

Pay Without Logging In?
Pay Bill as Guest

• 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?](#)

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

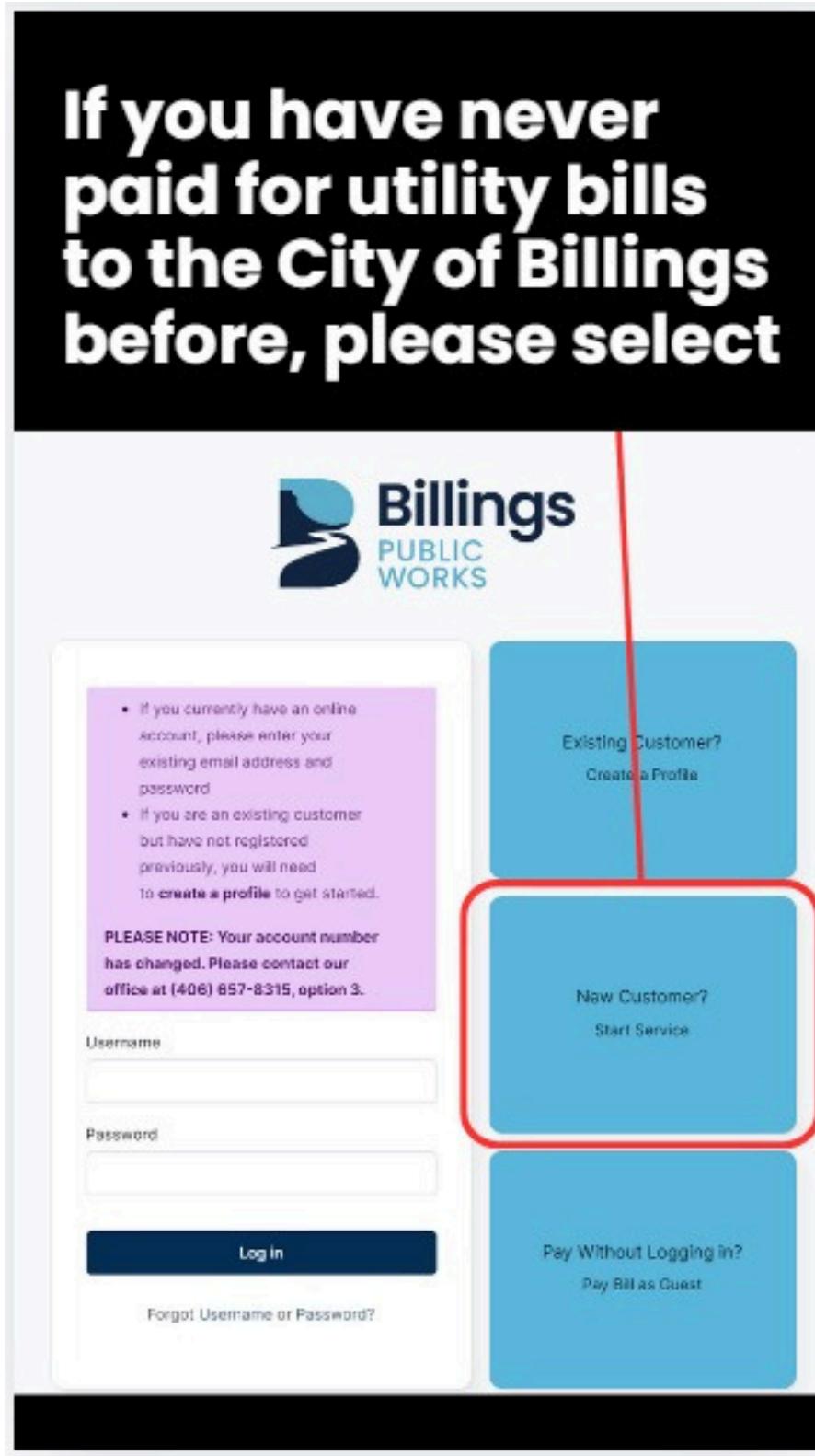
If your address is 123 Sunny Ln, please only put 123

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



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

