



New Utility Customer Portal Coming Soon!



www.ellensburgwa.gov

Notice To Utility Customers:

The City of Ellensburg is switching to a new utility billing software within the next few weeks. December's statement will include instructions on how to access the new online customer portal, and you will be prompted to reset your password the first time you log in.

What Customers Need to Know:

- The new customer portal will look different and customers must create a new password.
- Utility account numbers will change, so please update the account number on your check or bill-payer payment to ensure accuracy in posting the payment to the correct account.
- If customers did not previously provide an email address to the City, they will need to create an online account in the new portal.
- Statements will have more details, including graphs to compare usage.
- Customers currently enrolled in autopay will need to re-enroll and provide payment information in the new portal.
- Sign up to go paperless!

Questions can be directed to utility customer service at (509) 962-7201.

Ways To Pay Your Utility Bill:



Set up automatic payments in the new online customer portal (starting December 11th) and go paperless! Note: Customers are responsible for payment card processing fees. There are no processing fees for autopay paperless payment by ACH/e-check.



In person at City Hall, 501 N. Anderson St., via cash, check, or debit/credit card. Payment card processing fees apply. Deposit your payment (checks only please) in the drop box in the City Hall parking lot.



By mail to Ellensburg City Hall, 501 N. Anderson St., Ellensburg, WA 98926 via check.



Pay via debit/credit card on the phone. Payment card processing fees apply. Call (509) 962-7201 for payments or billing questions.