

Reduce Impacts of Longer Billing Periods

Public Utilities' goal is for meters to be read every 28-32 days. Delays in our meter reading schedule can result in your bill including more days of service, which can make it higher than normal.

You can reduce the impact of these longer billing periods by using the Invoice Cloud portal to:

- Set up recurring payments to match your paydays.
- Make advance payments on your account before your next bill is issued.

How to Set Up Recurring Payments in Invoice Cloud

You can schedule payments for any date you choose. This is a good option if you want payments to line up with your paycheck schedule.

1. From the home screen of the Invoice Cloud portal, select 'My Profile.'
2. Choose 'Recurring Scheduled Payments' and follow the prompts.

The screenshot shows the VB Public Utilities Invoice Cloud portal. The top navigation bar includes the VB Public Utilities logo, a home icon, 'My Account' with a dropdown arrow, 'My Profile' with an up arrow (highlighted with a red box), 'Support' with a dropdown arrow, and 'Sign Out'. A dropdown menu is open under 'My Profile', listing options: AutoPay, Manage Account(s), Paperless, Payment Methods, Pay by Text, 'Recurring Scheduled Payments' (highlighted with a red box), Update Account Info, and Update My User Info. The main content area is titled 'Your Account At A Glance' and includes a 'Pay My Bill' button, a 'Manage My Accounts' link, and sections for 'Recent Bills', 'Prior Bills', 'Recent Payments', and 'Upcoming Scheduled Payments'. The 'Recent Bills' section shows a total balance of \$138.64 and a table with due dates and bill numbers. The 'Prior Bills' section shows a table with due dates, bill numbers, and remaining charges. The 'Recent Payments' and 'Upcoming Scheduled Payments' sections both show 'No History Available'.

Due Date	Bill #	Original Charges
8/25/2025	2025_08_04_BILL	\$138.64

Due Date	Bill #	Remaining Charges
7/16/2025	2025_06_25_BILL	\$0.00

3. If you have previously saved the payment method you want to use for this transaction, continue to step 6. Otherwise, select the option to add a new payment method.

Recurring Scheduled Payments

Manage

[View Fees Disclosure](#)

Our Recurring Scheduled Payments feature allows you to schedule a monthly payment once and then forget about it. [Click to learn more about this feature.](#)

 Please add a new Payment Method before signing up for a new recurring scheduled payment by clicking [here](#).



You do not have any saved Recurring Scheduled Payments.

4. Select the payment method you would like to add. You will then be prompted to enter your credit/debit card information or your bank account information.

Saved Payment Methods

Manage your Payment Methods

[+ Add New Credit/Debit Card](#)
[+ Add New Bank](#)



You don't have any saved payment methods.

You may add a new Credit/Debit Card by clicking [here](#)

You may add a new Bank by clicking [here](#)

5. Once you have saved your payment method, you will need to select 'My Profile' and 'Recurring Scheduled Payments' again.

The screenshot shows the top navigation bar of the VB Public Utilities website. The 'My Profile' dropdown menu is open, displaying several options. The 'Recurring Scheduled Payments' option is highlighted with a red box. The background shows the 'Saved Payment Methods' section with a Visa card listed as the default.

VB Public Utilities

My Account ▾ My Profile ▴ Support ▾ Sign Out

AutoPay

Manage Account(s)

Paperless

Payment Methods

Pay by Text

Recurring Scheduled Payments

Update Account Info

Update My User Info

Saved Payment Methods

Manage your Payment Methods

+ Add New Credit/Debit Card

+ Add New Bank

Summary

Visa ending in 1111 ★ Your Default
Expires 11/2026

Actions

Edit
Delete
History

You have accounts that are not set up for AutoPay. You may setup AutoPay by clicking [here](#)

6. Select '+ New Recurring Scheduled Payment' under 'Manage,' or select 'here' at the end of the page.

The screenshot shows the 'Recurring Scheduled Payments' page. Under the 'Manage' section, the '+ New Recurring Scheduled Payment' link is highlighted with a red box. Below this, there is a message stating that no recurring payments are currently saved and providing a link to create a new one, which is also highlighted with a red box.

Recurring Scheduled Payments

Manage

+ New Recurring Scheduled Payment

[View Fees Disclosure](#)

Our Recurring Scheduled Payments feature allows you to schedule a monthly payment once and then forget about it. [Click to learn more about this feature.](#)

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You do not have any saved Recurring Scheduled Payments.

You may create a new Recurring Scheduled Payment by clicking [here](#)

7. Under 'Invoice Type,' select 'Utility.'

[Return to previous page](#)

New Recurring Scheduled Payment

Please select the type of Recurring Scheduled Payment you want to create and fill out all fields. [Click to learn more.](#)

Asterisks (*) indicate required fields.

Invoice Type *

Choose an invoice type...

Please make a selection for Invoice Type*

8. Select the recurring scheduled payment you would like to make. If you want to line up your payments with your paycheck schedule, select 'Pay a fixed payment amount of selected day.'

[Return to previous page](#)

New Recurring Scheduled Payment

Please select the type of Recurring Scheduled Payment you want to create and fill out all fields. [Click to learn more.](#)

Asterisks (*) indicate required fields.

Invoice Type *

Utility

I want to *

Choose an option...

Choose an option...

Pay in full on invoice due date

Pay in full on selected day

Pay a fixed payment amount on invoice due date

Pay a fixed payment amount on selected day

9. Enter the **amount** you would like to pay and choose the **day of the month** you want the payment to be withdrawn. Make sure the correct **payment method** is selected, then choose the **start date** for your recurring payments. You can also select either '**no end date**' or specify how many payments you want to schedule.

You can schedule multiple recurring payments to match your paycheck schedule. When you're done, select '**Save my changes**' to complete the process.

[Return to previous page](#)

New Recurring Scheduled Payment

Please select the type of Recurring Scheduled Payment you want to create and fill out all fields. [Click to learn more.](#)

Asterisks (*) indicate required fields.

Invoice Type *	I want to *
Utility	Pay a fixed payment amount on selected day
How much do you wish to pay? *	Pay on this day of every month: *
50.00	15
Use this payment method: *	Start Date of First Payment: *
Credit/Debit Card: Visa ending in 1111	11/15/2025
End after this number of payment(s): *	
☒ No end date	
☐ After payments	
☒ Active	
Save my changes	

Standard service fees may be applied if applicable. Payment is first applied to the oldest outstanding invoice. Paying in full will pay all outstanding invoices. Please view our [Fees Disclosure](#) for more information.

Submit a payment before your next bill is issued

You can make an advance payment on your account before your next bill is issued by making a payment on a previous bill with no remaining balance.

1. From the home screen of the Invoice Cloud portal, select 'Prior Bills.'

Your Account At A Glance

I Want To...

[Pay My Bill](#) [Manage My Accounts](#)

Recent Bills

Due Date	Bill #	Remaining Charges
7/16/2025	2025_06_25_BILL	\$0.00

Prior Bills

Recent Payments

Upcoming Scheduled Payments

2. Choose a prior bill and select 'Pay Selected.'

Prior Bills

[+ Filters](#)

☐	Invoice	Bill #	Due Date	Remaining Charges	Actions
☒	Closed Account #000 Utility	2025_06_11_BILL	7/2/2025	\$0.00	View Bill(s) Payment History Adjustment History Scheduled Payment History Refresh History

[Pay Selected](#)

3. Select from the available payment methods. Choose 'Pay Other Amount' and enter the amount you would like to pay. Select 'Continue to Payment Information' and complete the payment process as normal.

[Payment Options](#) [Payment Information](#) [Review Payment](#)

How would you like to pay?

Available Payment Methods

New Credit/Debit Card

VISA AMERICAN EXPRESS DISCOVER Google Pay Apple Pay CHECK

How much would you like to pay?

Total Balance (All Accounts)

\$0.00

☐ Balance Due of Selected Bill(s)

\$0.00

☐ Original Charges of Selected Bill(s)

\$138.64

☒ Pay Other Amount

Account #000

REQUIREMENTS

Amount *

\$50.00

Continue to Payment Information >

Payment Summary

Bill #	Amount
BILL00 ↗	\$50.00
Subtotal	\$50.00
Service Fee*	+ \$3.50
Total	\$53.50

[Cancel Payment](#)
[*Fees Disclosure](#)

You cannot make a payment on a previous bill if you have a current bill due. If you attempt to do this, you will see an error message that states, "Please pay all outstanding utility invoices before paying a closed invoice". In this case, you should choose to make your payment on your current bill.

Please note that you cannot make more than 2 payments on the same bill within 60 days.