## **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.

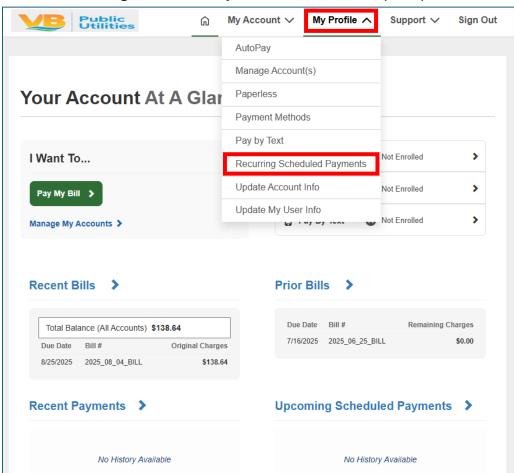
You can reduce the impact of these longer billing periods by using the Invoice Cloud portal to:

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

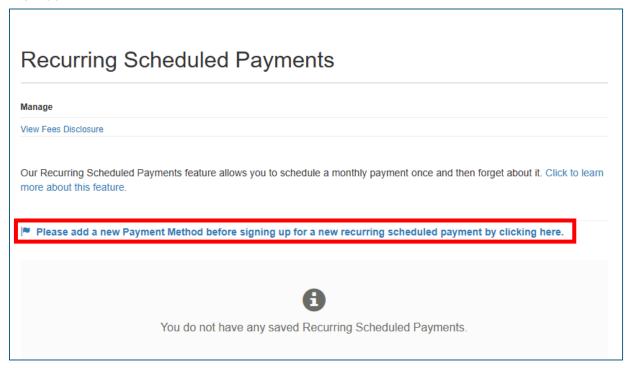
## How to Set Up Recurring Payments in Invoice Cloud

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.

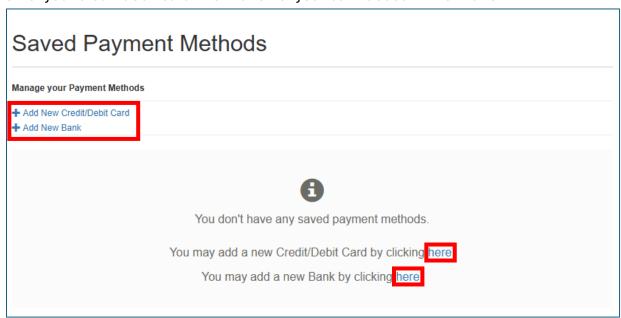
- 1. From the home screen of the Invoice Cloud portal, select 'My Profile.'
- 2. Choose 'Recurring Scheduled Payments' and follow the prompts.



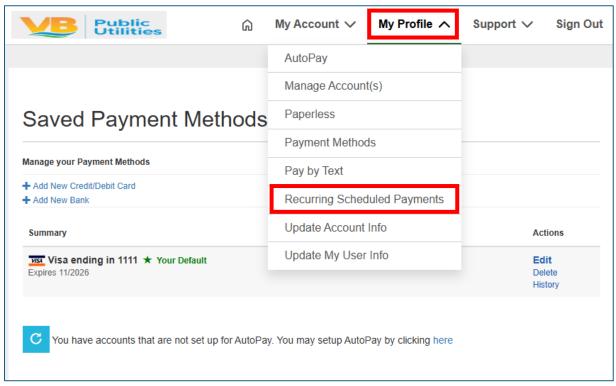
3. If you have previously saved the payment method you want to use for this transaction, continue to step 6. Otherwise, select the option to add a new payment method.



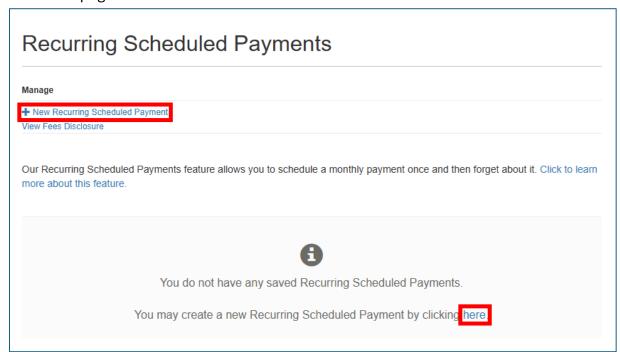
4. Select the payment method you would like to add. You will then be prompted to enter your credit/debit card information or your bank account information.



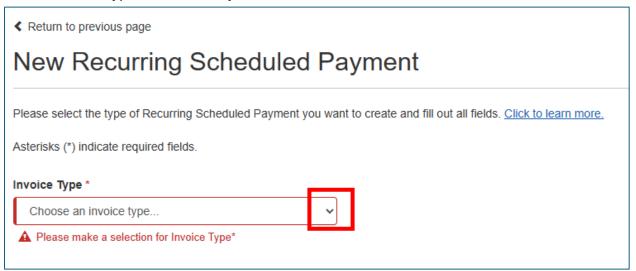
5. Once you have saved your payment method, you will need to select 'My Profile' and 'Recurring Scheduled Payments' again.



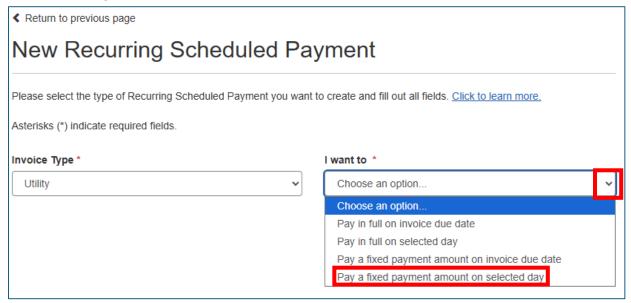
6. Select '+ New Recurring Scheduled Payment' under 'Manage,' or select 'here' at the end of the page.



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

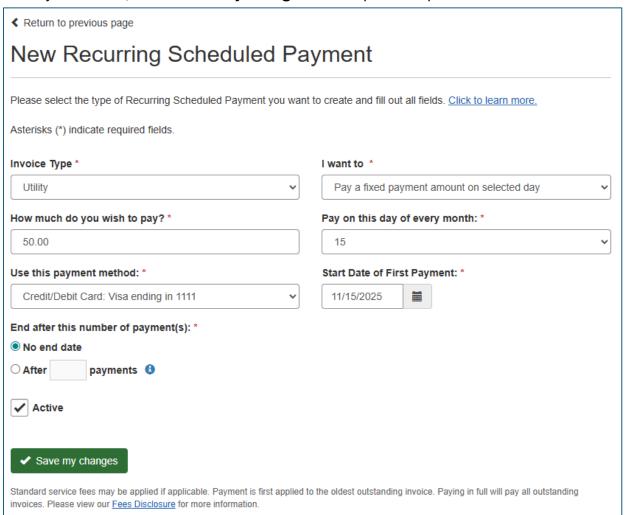


8. Select the recurring scheduled payment you would like to make. If you want to line up your payments with your paycheck schedule, select 'Pay a fixed payment amount of selected day.'



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.

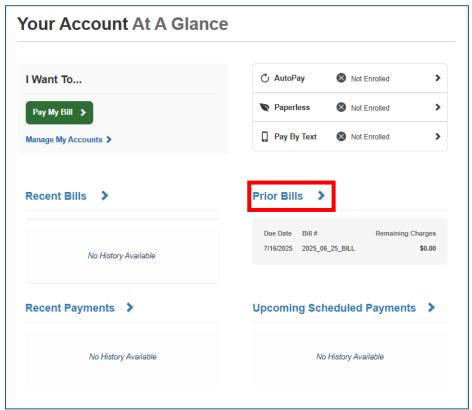
You can schedule multiple recurring payments to match your paycheck schedule. When you're done, select 'Save my changes' to complete the process.



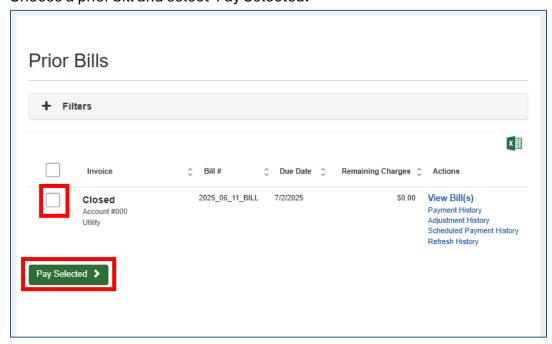
## Submit a payment before your next bill is issued

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.

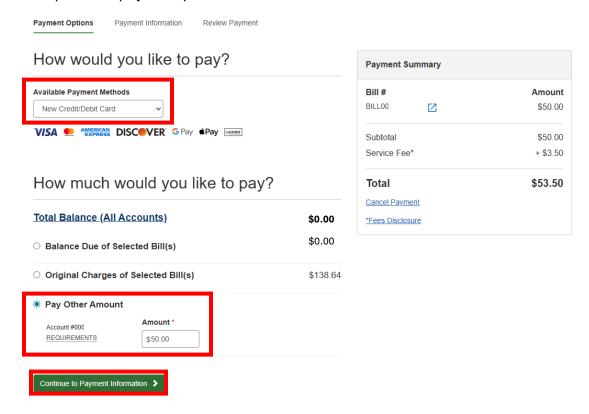
1. From the home screen of the Invoice Cloud portal, select 'Prior Bills.'



2. Choose a prior bill and select '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.



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.