

Setting up AutoPay Online

This guide walks you through setting up AutoPay and the different Scheduled Payment (also referred to as AutoPay) options available to Consumers, and how to set up scheduled payments on our online tool.

Things you need before you can set up to set up AutoPay Online:

- To set up AutoPay a Customer Portal Account has to have been set up (see How to Create an Online Account)
- To set up AutoPay you must have at least 1 Credit Card set up in the My Wallet tool on the Customer Portal (See How to Add A Credit Card to your Online Account)

Background Information:

Scheduled Payments allows Consumers to set up automated reoccurring payments for their bills. There are different types of scheduled payment options available depending on configuration, likewise some options may not be available.

Common Schedule Payments Types

- **On the due date of each bill:** This option will automatically pay bills on their due date based on the bill information sent to Paymentus. We recommend using this option for its simplicity as well as its ability to handle due dates that may change.
- **Monthly - bill amount:** Makes a payment based on the bill information sent to Paymentus every month on the Schedule Day you select. If the Schedule Day is the current day or a past day, the schedule will start running next month. If the Schedule Day is in the future, the schedule will run within the current month. Please make a One Time Payment if the next Scheduled Date is after your next due date.

TIP: If the Reminder option is used, it should be set to a number of days that are greater than the next due date. If it is scheduled less than the due date of the next bill, the AutoPay will not run for the next bill. A One Time Payment should be made.

Step-By-Step Guide:

Step 1 - Login

- From our Utility Billing web page click on Online Payment
- On the Client Portal screen enter your email and password, then click on Login



Customer Portal



Para español por favor haga clic [aquí](#).



Make One-Time Payment

Pay your bill in 3 easy steps without registering. All you need is your account number from your paper bill.

Payments made prior to midnight will be posted to your account next day. Payments made after midnight will be posted within 48 hours. For each payment, you will receive a confirmation number for your records.

[Pay Now](#)



Login

Email

Password

Don't have an account [Register Now](#)

[Login](#)

[Forgot your password?](#)

Paymentus

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Step 2 – Click on the AutoPay icon

Customer Portal

Mar 23, 2020 - COVID-19

Message

Accounts

Pay My Bill

AutoPay

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My Wallet

My Profile

Log out

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Add Account

Account Information

Payment Type

Please enter your Customer Number and Account Number, including all leading zeros, as shown on your bill. There should be no space between the two numbers.

Online Customer Account Number

Without the dash

Paperless

No

E-Bill Notification For New Bills

☐ Receive email notification

Terms & Conditions

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☐ I agree to the Payment Authorization Terms.

Back to Accounts

Add Account

Where is my Account Number

Customer Number: 111111
Account Number: 111111

Service Address: 101 MAIN STREET

Online Customer Account Number: 111111111111

Having problems paying your utility bill? Check out the Thornton Water Assistance program at [www.thorntonwa.com/water.asp](#) or call 303-536-7378.

Billing Date: 6/10/2015

Previous Balance: \$99.27

Payment(s): \$0.00

BALANCE FORWARD: \$0.00

CURRENT CHARGES: \$99.27

TOTAL AMOUNT DUE: \$99.27

DUE DATE: 06/30/2015

Meter Number	Previous Meter Read	Current Meter Read	Water Used in Billing Cycle
Water: R1316567890	Date: 5/5/2015 Reading: 590	Date: 6/5/2015 Reading: 672	Units: 12 Gallons: 12,000

WITHOUT WATER Life would be PRETTY DRY

ACCOUNT SUMMARY

Previous Bill: \$99.27

Payments: \$0.00

Actual Water Use Tiered Rate Usage Rate Total Tier Charge

Tier 1 AMC* (\$ 06) 6.06 \$4.06 \$24.36

Tier 2 Last 22 Units 5.96 \$4.06 \$24.16

Water Service Charge \$5.64

Water \$54.56

Sewer \$36.91

Trash Basic Service \$13.50

One Addl. trash Container \$2.50

Trash Charges \$16.00

Total New Charges

TOTAL AMOUNT DUE: \$99.27

*Average W. for Consumption

TIP & TRICKS

Take advantage of Back Friday and One Thanks for water saving appliance needs.

Customer Number: 111111
Account Number: 111111
Service Address: 101 MAIN STREET

Online Customer Account Number: 111111111111

Read the instructions below for your online billing.

JOHN DOE
101 MAIN STREET
THORNTON, CO 80229

TOTAL AMOUNT DUE: \$99.27

DUE DATE: 12/15/2014

Amount Paid: \$

Thank you for your payment!

0.00

1000

77777711111 4 00000009927 4

If you get the message shown below **and** it applies to you, please contact City of Thornton Utility Billing at 303-538-7370. Otherwise click on the Plus sign to continue.

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Last login was on
Sep 23, 2020, 12:25:44 PM


AutoPay

Are you currently making automatic payments through the City's Direct Debit program? If you would like to make future payments using your credit card please remember to call 303-538-7370 to be removed from the Direct Debit program. Please be aware that if you participate in the BUDGET BILLING program with the City of Thornton your account balance is showing your settle-up amount not your actual budget bill. Please pay the amount listed on your last bill not the amount listed on this payment portal. Contact the Utility Billing Office at 303-538-7370 if you have questions.

Step 3 – Follow the “How to set up AutoPay” instructions shown on the right side of the screen



Customer Portal

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Create New AutoPay

Select an Account

 Utility Bill #


 Add new

Continue

How to set up AutoPay


1. Select the account
2. Choose your preferred payment method
3. Determine the frequency of payment best suited for your needs
4. Choose when payments should begin and end
5. Set the payment amount
6. Choose how and when to be notified of upcoming payment


Step 4 – Select the Payment Method you would like the AutoPay to use to pay bills. Then click Continue.





Customer Portal


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Messages 


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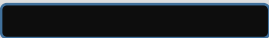
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Create New AutoPay > Utility Bill # 

Payment Method



***** | Exp 



Add new

Back



Continue









How to set up AutoPay

1. Select the account
2. Choose your preferred payment method
3. Determine the frequency of payment best suited for your needs
4. Choose when payments should begin and end
5. Set the payment amount
6. Choose how and when to be notified of upcoming payment

Step 5 – Make Payment Detail Selections

- Select the Frequency
- You can select an End Date or leave this field blank
- Select a Notification Preference (Email/SMS/Phone) if you wish to be notified of upcoming payments, as well as how many days in advance you want to be notified
- Then click on the "Create AutoPay" button


Customer Portal
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Messages 

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Create New AutoPay > Utility Bill # XXXXXXXXXX

Payment Details


Frequency

☐ Bi-Monthly
 ☐ Monthly - fixed amount


☐ Bi-Weekly
 ☐ Weekly

☐ Monthly - bill amount
 ☐ Bill amount on the due date

End Date (Optional)




Schedule Notification Preferences


 in advance of a scheduled payment

How to set up AutoPay


1. Select the account
2. Choose your preferred payment method
3. Determine the frequency of payment best suited for your needs
4. Choose when payments should begin and end
5. Set the payment amount
6. Choose how and when to be notified of upcoming payment


Step 6 – A confirmation screen will appear. Click on "Back to AutoPay"





Customer Portal


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Messages 


Accounts


Pay My Bill


AutoPay

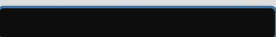
Bill History

Payment History

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My Profile

Log out

Create New AutoPay > Utility Bill # 

Schedule Created

Confirmation #



Payment Type

Utility Bill

Account #



Payment Method

*****

Effective date was moved to avoid duplicate payment

Start Date

2020-10-01

End Date

2020-10-01

Frequency

Bill amount on the due date

Payment Amount

Bill Amount

Back to AutoPay

How to set up AutoPay

1. Select the account

2. Choose your preferred payment method

3. Determine the frequency of payment best suited for your needs

4. Choose when payments should begin and end

5. Set the payment amount

6. Choose how and when to be notified of upcoming payment

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Step 7 – You are done and can now either click “Back to AutoPay” to make changes, or one of the other icons