

Welcome

to the

Addison Utility Payment Portal



Addison!

Giving you an easier way to pay.

Online utility bill payment

The Town of Addison is pleased to offer online utility bill payment. The Addison Utility Payment Portal is a fast and convenient way to pay your monthly utility bill and look up account information. Access is fast, easy and secure.

Advantages

The Utility Payment Portal is available 24-hours-a-day, 7-days-a-week. From any computer with Internet access you can:

- Pay your bill quickly and securely using a credit or debit card.
- View your statement, current balance and due date.
- Access billing history, payments and charges.
- View historical consumption data.

With the online portal you can save money with no stamps to buy and no worries about late fees. Pay your bill when you want and have peace of mind knowing you can pay even away from home.

Getting started

All Addison residential and commercial utility customers may register to make online payments. Getting started is easy. Visit the Town of Addison web site at www.addisontx.gov and follow the instructions provided in this brochure.



Get registered today.

Step 1

Access the Town of Addison web site at www.addisontx.gov and click on the "Pay & Manage Your Utility Bill" link on the home page. You will need your most recent bill to complete the registration process.

Step 2

Click the "Sign Up" button on the portal home page. On the "Sign Up" page enter your billing and password information. You can even choose to discontinue receiving paper bills on this page.

Step 3

After reading and accepting the Terms and Conditions, click the "Sign Up" button. You will be redirected to the user confirmation page. You will receive an e-mail with a link to assist you in completing the registration process.

Step 4

Click the link in the confirmation e-mail that you receive. You will be redirected to the account setup page to verify your account information. *Please have your most recent bill ready to verify your account information.*

Step 5

After clicking the "Submit" button your account will be activated and you can enjoy all of the benefits of the Addison Utility Payment Portal.

Paying your monthly bill.

Step 1

You will receive an e-mail every month notifying you when your bill is ready. Click the link or access the Town of Addison web site at www.addisontx.gov and click on the "Pay & Manage Your Utility Bill" link.

Step 2

Log into the portal. On the portal home page select "View Your E-Bill." Click "Current Charges" under the account detail section to view your current bill.

Step 3

To pay your bill online select "Pay Bill Online" from the portal menu. Your current bill and amount due will display under the payment due section. Click the "Make a Payment" button.

Step 4

Enter the amount you would like to pay and click "Continue." Enter your payment information and click "Submit." Your payment will be applied to your account.

Other great features.

Utility home page

After logging into the portal you will be taken to the utility home page or you can select "Utility Home" from the portal menu. Find useful forms and other information about Town activities on the utility home page.

Bill history

Select "Bill History" from the portal menu to view previous bills and amounts. You may choose to view information in a data or graph format.

Consumption history

Select "Consumption" from the portal menu to view previous consumption data. You may choose to view information in a data or graph format.

Edit profile

Select "Edit Profile" from the portal menu to view or edit your personal account information. You can choose to discontinue receiving paper bills on this screen.

Customer services

Select the "Customer Services" option on the portal menu to view contact information and frequently asked questions.

FAQ's

Is there a fee? No, the Addison Utility Payment Portal is a free service available to all Town of Addison utility customers.

Will I still get a monthly statement? Yes, you can continue to receive a paper statement or you can opt to receive your statement via e-mail. Your charges and billing history are all available online.

Can I sign up multiple accounts? If you currently utilize a bill group, you can sign up those accounts using a single bill group number. If you do not utilize a bill group for your accounts each must be set up separately.

Need Help?

If you have any questions about the portal or need assistance registering, please contact the Town by phone at 972-450-7081 or by e-mail at utilityportal@addisontx.gov.

Office Location:

5350 Belt Line Road

Hours:

Monday through Friday 8am to 5pm

Phone:

972-450-7081

Fax:

972-450-7074

Web site:

www.addisontx.gov

E-mail:

utilityportal@addisontx.gov