

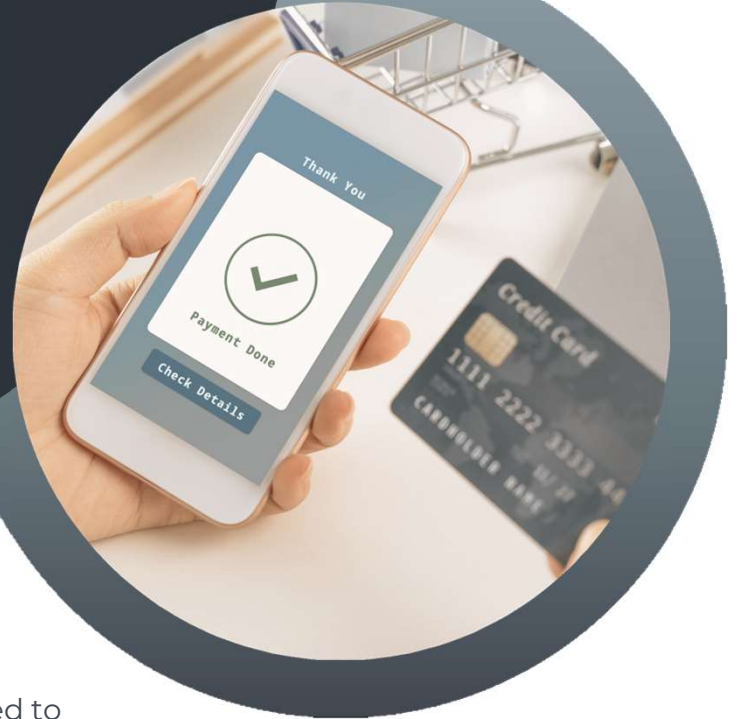
COMING SOON



New Online Utility Billing Portal!

Customer Benefits:

- View PDF Statements of your bill online.
- Multiple Payment Methods such as online, over the phone, etc.
- Easily monitor your account balances.
- Enroll in monthly Email Reminders.



More Information

- This transition to the new online portal is expected to take place: **May 2024**
- Further information and instructions will be included with your next bill.
- All customers will need to set-up a new online account with updated billing + payment methods.
- **Previous online Xpress Bill Pay billing and payment options will be disabled.**

Next Steps

- 1 Wait** to receive your May bill
- 2 Register** online with your new account number
- 3 Pay Bill** (enroll in auto-pay)



Billing Format

Printed & Digital forms available for customer statements.



Account Number

Customer account numbers will change and will need to be updated on payments



Online Portal

Follow the instructions included with your bill to register for online for account access



Payment Set-up

Review new billing options and set-up payment information



541-997-3436, option 1



utilitybilling@ci.florence.or.us



<https://www.ci.florence.or.us>