



City of Hillsboro Online Payment System: Directions to Set Up a New Online Account

Follow these steps to set up a new online account to pay your monthly City utility bill online.

Find Your Account Number & Customer Number

1. To create a new account in the City's new payment system, you will need your Account Number and Customer Number.
2. The numbers can be found on the upper-right hand corner of your paper utility bill.

City of Hillsboro
150 E Main Street
Hillsboro, Oregon 97123
Billing Questions: 503-681-6163
www.Hillsboro-Oregon.gov

Account Number: 12346
Customer Number: 123456
Billing Cycle: 01/01/2020 to 01/31/2020
Service Dates: 7/28/2020 to 8/27/2020
Customer Name: Hillsboro, OR
Service Address: 150 E Main

NOTICES & UPDATES
If you have been impacted by COVID-19, you may qualify to receive federal assistance to help pay your City of Hillsboro utility bill. Visit Hillsboro-Oregon.gov/utilityassistance for eligibility requirements and how to apply.
The City of Hillsboro is committed to keeping all customers connected to utility services during the COVID-19 emergency. If you need assistance or payment options, please contact Utility Billing at (503) 681-6163, or Hillsboro.org.gov/utilitybilling. The Civic Center is open for business, but please continue to protect yourself and others by practicing social distancing and wearing a face covering when making public outings. For more information, visit Hillsboro-Oregon.gov/COVID19.
Learn more about the outstanding quality, value and reliability of Hillsboro's drinking water in the 2020 Water Quality Report at Hillsboro-Oregon.gov/WaterQualityReport.

Water Usage
1 CDF = 748 gallons

Utility Services	Charge
City of Hillsboro & Clean Water Services*	
Sanitary Sewer Service	
Fixed Charge	\$31.03
Average Use	\$8.24
Sanitary Sewer Local Service Fee	\$2.50
Sanitary Sewer Charges Subtotal	\$41.77
Surface Water Management Service	
Fixed Charge	\$9.57
Surface Water Management Local Service Fee	\$1.03
Surface Water Management Subtotal	\$10.60
City of Hillsboro	
Transportation Utility Fee	\$9.11
Water Service	
Fixed Charge	\$16.58
Use (1 CDF = 748 gallons) 7 CDF	\$17.01
Water Subtotal	\$33.59
*Clean Water Services is the regional provider of sewer and surface water management. The City partners with Clean Water Services to bill and provide those services with in Hillsboro.	
TOTAL New Charges	\$95.09
Previous Balance	\$193.37
Adjustments	\$0.00
Less Payments Received	(\$103.37)
TOTAL Amount Due	\$95.09

Check here if you have changes of to email in paperless billing on the reverse side

Make Check Payable to: City of Hillsboro
Please include Account and Customer Number on check.

Service Address: 150 E MAIN
Bill Number: 221 6950
Account Number: 278950
Customer Number: 616528
Bill Due Date: 9/19/2020
Amount Enclosed: \$95.09

Amount Enclosed \$

CUSTOMER NAME
150 E MAIN ST
HILLSBORO, OR 97123

CITY OF HILLSBORO
PO BOX 3838
PORTLAND OR 97208-3838

10086042021402237630700000095091

3. You can also contact the City Utility Bill Group at 503-681-6163 or UB@Hillsboro-Oregon.gov to request your account information.

Create an Online Account

1. Visit <https://ipn2.paymentus.com/cp/hbor>
2. In the "Login" box, click on "Register Now"

3. In the “New Account Information” box, enter your email address, password, name, phone number, mobile number, zip, and answer any security questions.

4. Click “Enroll”
5. You are now on the main page of your Customer Portal, and have several options on the left hand side bar:
 - **Accounts:** Shows amount due, payment method, past payments, and bills
 - **Pay My Bill:** Select the account you want to pay, add a payment method, and change the payment amount
 - **AutoPay:** Set up Automatic Payments based on how you want to pay
 - **Bill History:** View prior bills
 - **Payment History:** View payments made on account
 - **My Wallet:** Add different payment methods E-check, credit and debit cards
 - **My Profile:** Update email, reset password and change security questions



6. On the Customer Portal main page under the “Add Account” box, enter your Account Number and Customer Number. As a reminder, both of these numbers can be found on the upper-right hand corner of your paper City utility bill.

7. Read the Payment Authorization Terms, and click the “I agree to the Payment Authorization Terms” box
8. Click “Add Account.”