New Online Payment System and Customer Portal
Frequently Asked Questions

When will the new online payment system and customer portal be available for enrollment?
At 8 am on April 7, 2021, the City of Hillsboro will launch a new, user-friendly utility payment system and customer portal at Hillsboro-Oregon.gov/PayBill.

Why is the City making this change?
Customers have expressed a desire for a utility bill payment system and portal that includes a more user-friendly format, self-set up autopay, and increased payment options. This new system and customer portal will meet those needs.

The City is pleased to offer customers an easier way to pay bills and manage accounts, as part of our ongoing efforts to provide excellent customer service.

Will there be an interruption of online payment services when switching to the new payment system?
During implementation, there may be a short time when the online payment service is not accessible.

What does the new system and portal offer?
Enhanced features of the new system will make it faster and easier to pay your monthly utility bill online, including:

- Secure, user-friendly customer portal
- Mobile payments from any device
- Recurring payment options
- View and pay multiple accounts
- A one-time payment feature

What is a Customer Portal?
The customer portal allows customers to access their account online. Customers will be able to manage multiple accounts, schedule future payments, and pay their account balance.

Where do I go to enroll in the new online payment portal?
Start the process at Hillsboro-Oregon.gov/PayBill.

Do I need to download any software to use the new online payment system and portal?
No. The payment system and customer portal are available 24 hours, 7 days a week, and will work with any internet browser.

Is there a fee for setting up an online customer portal?
No. This is a free service.

How do I enroll in the new online customer portal to manage my utility payments?
Instructions in English and Spanish are posted at Hillsboro-Oregon.gov/PayBill.

What does customer portal offer?
By logging into the new customer portal, you can easily perform the following actions:

- Update payment methods and contact details.
- View past, upcoming, or outstanding payments and receipts.
- Settle failed payments or outstanding account balances.

Do I need to log into my account on the customer portal to make a one-time payment?
No, you can make a one-time payment without an online profile. However, you will need your account and customer numbers, which can be found at the top right of your bill, to use the one-time payment feature.

Are there any convenience fees assessed to customers using the portal?
No. There are no additional fees added to your utility bill if you choose to pay online through the customer portal.

How secure is the new payment system and portal?
Paymentus, the City of Hillsboro's online utility payment processor, maintains strict controls throughout its infrastructure, application, people, and processes that provide a secure and safe environment for processing payments. All data is protected with SSL (Secure Socket Layer) encryption, and Paymentus follows all security measures required through PCI-DSS Compliance (Level 1).

I already have an online utility payment account in the City's previous utility payment system. Do I have to set up a new online account?
Yes. For security reasons, your previous online account cannot be transferred to the new payment system. Customers who pay their utility bill online on or after April 7, 2021, will need to set up a new online account through the customer portal. Account set up directions are available online at Hillsboro-Oregon.gov/PayBill.

I am currently on Autopay, do I need to sign-up again?
No. Customers who have arranged for bill payment through their bank or previously enrollment in Autopay do not need to change anything, or set up a new online account.

What if I forget my username or password?

Customers can reset their own passwords by using the 'Forgot Password' function on the login screen for Customer Portal, Payment Forms, and Online Store. These options all use the same login credentials.

I pay my utility bill through an online bill payment service provided by my bank. Do I have to set up a new online account?

No. If you have arranged for bill payment through your bank, you do not need to change anything or set up a new online account.

What's changing?

- Munis Customer Self Service, the place where customers previously went to make payments, is being replaced by the new online payment portal.
- Recurring payment options are no longer restricted to signing up for ACH (bank draft) through the Utility Billing office. Customers may set up autopay themselves using eCheck, credit card, debit card, or digital wallets.
- Password resets and changes to recurring payments can all be done online via the self-service portal.

What are the minimum and maximum thresholds that I should be aware of when it comes to payment options?

- The maximum dollar amount per transaction for eCheck (bank draft) is $50,000.
- The maximum dollar amount per transaction for credit/debt card or digital wallet is $50,000.

If I don't pay online, what are the other options?

In addition to paying online, there are other easy ways to pay your monthly City utility bill:

- **Phone**: Pay your bill 24/7 using a convenient automated phone payment system. Call 503-681-6163 and have your account and customer number ready.
- **Mail**: Mail a check or money order with your bill payment stub to City of Hillsboro Utility Billing, PO Box 3838, Portland, Oregon 97208-3838.
- **Drop Box**: At the Hillsboro Civic Center's south parking lot off SW Washington Street between S 1st and SE 2nd Avenues. Include your payment stub.
- **In-Person**: Monday through Friday, from 8 am to 5 pm, you can take your payment to the first floor of the Hillsboro Civic Center at 150 E Main Street. Utility Billing accepts cash, checks, money orders, and most major credit cards.

What online payment solutions are offered?

- Credit Cards - We accept VISA, MasterCard, and Discover cards.

- Debit Cards - It is similar to a credit card, but unlike a credit card, the money comes directly from the user's bank account when using a debit card. We accept both VISA and MasterCard debit cards.
- eCheck Payments - Provides an automatic deduction from a checking or savings account. You will need the name of your bank, your routing number and your checking or savings account number.
- Digital wallet – We accept PayPal, PayPal Credits, Venmo, and Amazon Pay.
- Mobile Technology - You can access and pay your account using an Android or smartphone.

Can I set up multiple utility billing accounts? Can I access them under one log-in and password?
Yes. One of the additional benefits of the online customer portal is the ability to add multiple utility billing accounts using the same profile. When you receive your new account number for the new property, simply add the new account to your online account via the customer portal. Users with multiple accounts may experience a slight delay while loading. Please do not refresh the page during use or click multiple times.

If I have multiple accounts to manage, can I set up different payment methods for each?
Yes. You will need to set up autopay for each account separately. The wallet feature lets you save payment data so you don't need to reenter.

I get a check once a month on a certain date. Can I set up autopay for them?
Yes. Using the autopay feature, you can schedule a certain set amount you designate to be applied to your account on the same day of the month. However, please note that the amount you designate may be less than your bill and this election does NOT change the due date of your bill. You will need to monitor your account regularly to make sure it does not become subject to shut-off for non-payment.

When is my payment credited to my account?
Payments will be credited to your account in real-time.

Can I select my preferred payment due date?
While you cannot select your own due date for the bill, you can choose the date that you would like to process payment in the online customer portal.

How much notice do I have to give you to stop autopayments?
One full business day.

Who can I contact if I have additional questions?
The following resources are available to assist customers:

- By Phone: 503-681-6163
- Email Utility Billing
- Visit: 150 East Main Street, Civic Center First Floor, Hillsboro, Oregon 97123