Utility Billing Customer Self Service
Instructions for Setting Up Credit Card AutoPay

The City has transitioned to a new online utility billing system. Customers who wish to set up recurring payments with a credit card must register through our autopay vendor, Paymentus. Here are detailed instructions to help you set up recurring payments by credit card. Go to www.Altamonte.org, click the ePayments button and then Utility Billing to begin.

**STEP 1: Register**

At the Login screen, click the Register Now link.

Fill in your account information and click Enroll.
STEP 2: Add Your Account

Enter Account Number (Customer ID and Account ID on your statement with no dash). After reading the terms and conditions, select I agree to terms and click Add Account.

Click the Back to Accounts button to view account balance.
**STEP 3: Set Up AutoPay**

Click the AutoPay button or the link in the left-hand menu.

Select Accounts to include in AutoPay and click Continue.
Click Add new to enter credit card information. Click Continue.

Select Frequency and click Confirm Schedule.
Confirmation screen. Log out using the link in the left-hand menu.

**STEP 4: Make a One-Time Payment (Optional)**
Clicking the Pay Bill button allows you to make a one-time payment.
Click Add new to enter your payment method.

Once your credit card has been added, select the card, then click Continue.
Review your information and click the Pay button to receive your confirmation.

By setting up recurring payments, the City will debit your card on your bill’s due date. If you want to cancel recurring payments or need to update your credit card information, log back in to make your changes. If you need assistance, please contact us at (407) 571-8044 or UtilityBilling@altamonte.org.