

# E-Billing Request

Through paperless E-Billing\* customers have the option to receive their cable and/or utility bill via e-mail rather than a mailed paper bill. Paperless E-Billing is beneficial for customers and for the environment. Your E-Billing enrollment reduces the number of paper bills and envelopes you receive in the mail. In addition, E-Billing offers a convenient online bill payment option for subscribing customers.

For questions, please see the Frequently Asked Questions below. You can also call us if you have other questions regarding E-Billing at (850) 729-5402.

Click [here](#) to enroll in E-Billing.

City of Valparaiso customers can now pay their utility bills online 24/7 with a credit card, debit card, or ACH (eCheck). This service is provided through Pay N Seconds, a third party payment processor, specializing in secure bill payment options. To make a payment through this service, simply click on the Click to Pay button below and you will be instantly directed to Pay N Seconds.

If you are using this service for the first time, you will be prompted to register a new Pay N Seconds account prior to making your payment. When registering your account, you will need your CUSTOMER # and ZIP Code from your utility billing statement. If you have more than one utility account with City of Valparaiso, Pay N Seconds allows you to add multiple utility accounts under the same login. Please register first with your main utility account.

To pay your bill, click [here](#).

**\*Customers are solely responsible for submitting monthly payments, as scheduled, regardless of any personal electronic, computer-related errors or e-mail delays. The fact that a customer does not receive an E-Bill does not constitute grounds for a late payment discount or adjustments.**

**In addition, customers are responsible for notifying the city's billing department of any changes regarding the e-mail account used to enroll in E-Billing. For questions or to update your information, please call (850) 729-5402.**

## Related Questions

## **Can I cancel my enrollment in E-Billing and return to paper billing?**

Yes, simply call our office during business hours at (850) 729-5402 to cancel and request paper billing.

## **Can I pay my bill online?**

Yes. Online bill payment is available 24/7 with a credit card, debit card or eCheck. This service is provided through [Pay N Seconds](#), a third party payment processor, specializing in secure bill payment options.

## **Do I need special software to view E-Bills?**

Yes. Customers must install the appropriate version of Adobe's PDF Reader or use their existing version to view E-Billing attachments.

## **How do I install the required software for E-Billing?**

[Installing Adobe's PDF Reader is simple and free](#). Before installing the PDF Reader, be sure to notate your computer's current operating system (i.e.; Windows 7, Vista, XP, or Mac OS) in order to install the correct version for your specific computer.

## **Is there a fee for E-Billing?**

No. There are no extra fees to enroll and/or receive E-Bills.

## **What are the benefits of E-Billing?**

You GO GREEN! By going green, you reduce the number of paper bills and envelopes you receive in your mailbox. In addition, you will have the convenience of accessing and paying your bills anytime, anywhere with an internet connection.

## **What do I need to sign up for E-Billing?**

You will need your Valparaiso Cable and Utility account numbers, located on your current paper bill, in order to sign up for E-Billing. Review our [Terms and Conditions](#) regarding E-Billing enrollment.

## **What is E-Billing?**

E-Billing is a digital version of your cable and/or utility paper bills. Registered customers will receive a monthly e-mail containing an E-Billing attachment. Open the attachment to access your monthly statement.

## **What should I do if I'm not receiving a monthly E-Bill through e-mail?**

Call our Billing Department at (850) 729-5402 during the hours of 8:30am to 5:00pm Monday - Friday.

[View All FAQ's](#)