

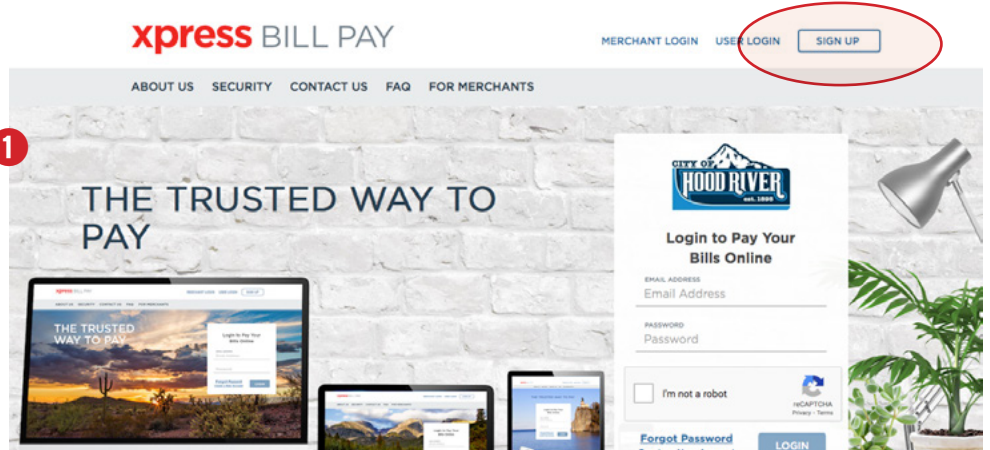


# Mosier Resident Online Utility Bill Payment - User Guide

The cities of Mosier and Hood River have formed a partnership to bring Mosier water customers seamless utility billing by mail and also online through The city of Hood River's **Xpress Bill Pay** payment option. Follow these instructions to set up online bill pay.

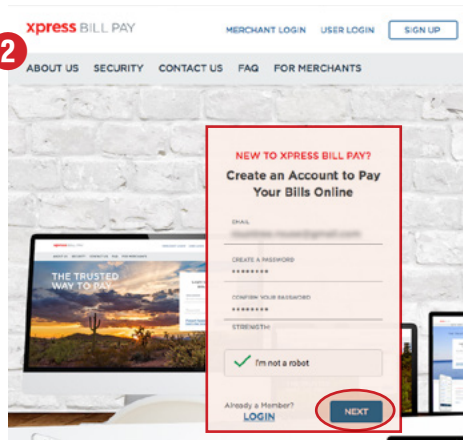
## INSTRUCTIONS FOR FIRST TIME USERS

**1** Go to [xpressbillpay.com](http://xpressbillpay.com). Click the "SIGN UP" button at the top of the screen.

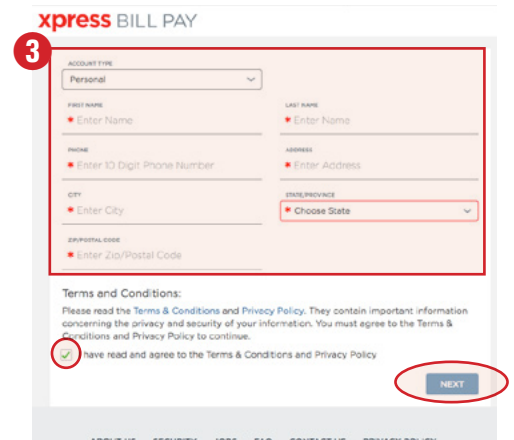


## CREATE A NEW ACCOUNT

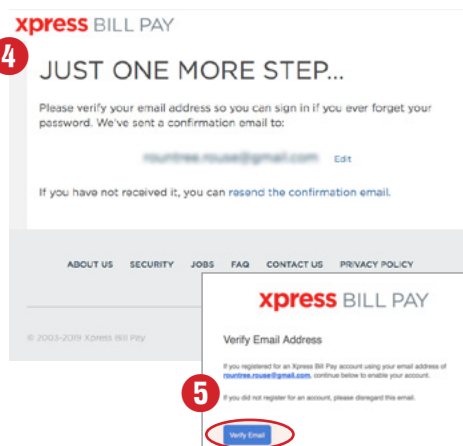
**2** Fill in the email address and password fields, click the box "I'm not a robot" and follow instructions as prompted. Click the "NEXT" button.



**3** Fill in the form with all required information. Read the terms and conditions and the privacy policy. Select the box indicating that you have read and agree to the terms and conditions and privacy policy. When completed click the "NEXT" button.

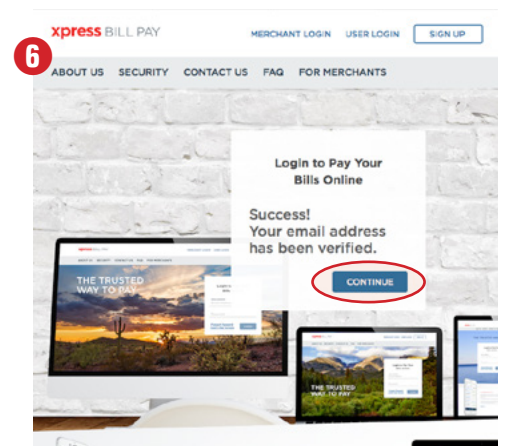


**4** You will receive a message that you'll need to **verify your email address**. Please log in to your email account and open the email "Verify email address for Xpress Bill Pay" from [no-reply@xpressbillpay.com](mailto:no-reply@xpressbillpay.com).



**5** In the email, click the "Verify Email" button.

**6** You will be automatically directed to screen 6 at right where you can click the "CONTINUE" button to log in.





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## LOCATE BILLING ORGANIZATION

**7** Xpress Bill pay provides you the ability to view and pay bills to multiple billing organizations from an easy-to-use interface. You need to link your account with the billing organization to the new login you created with Xpress Bill Pay. The following steps will need to be completed only once per account. **Select City of Hood River** from the list of organizations on the page. If your organization is not listed, type the name in the field below **“Find your billing organization”** and select **“Search.”**

**8** Enter the requested information on the **“Add New Account”** screen. You are required to have your account number and your unique pin. Click the **“Locate Account”** Button. When the account is located, the information concerning the account is displayed. Please verify that your information is correct. Select **“Add Account”** if the account information matches. Select **“Back”** if it does not. If you receive any other message when you perform the account search, reference the error and contact the Finance Department at (541) 387-5216 or 541-478-3505 if an account is not found.

## ADDITIONAL QUESTIONS?

Mosier staff will continue to assist with in-person payments, onsite customer service, and online customer training. **Please contact Jayme Bennett, Mosier City Recorder for assistance by phone to navigate the new system.**

Jayme Bennett, 541-478-3505 or email at: [jayme.bennett@cityofmosier.com](mailto:jayme.bennett@cityofmosier.com)

