



HIGHLAND CITY Online Billing Access

5400 West Civic Center Drive, Suite 1, Highland, Utah 84003
Office Hours: Monday – Thursday, 7:30 a.m. – 6:00 p.m., Closed Friday
Office (801) 772-4523 or Fax (801) 756-6903

NEW HOMEOWNER

- Please wait for your first utility bill to arrive in the mail before setting up your account online through Highland City's Xpress Bill Pay site to be sure that your account has been uploaded on the City's end to make it accessible for you.
- Utility billing is processed at the end of each month for the coming month (we bill ahead), and billing statements should arrive the first week of the new month.

RENTER / THIRD PARTY-PAYER

- Highland City does not allow renters to setup utility accounts in their name, but we do provide online access to view / pay the bill directly if desired by the homeowner.
- "The monthly charges for all city provided services shall be billed to the record owner of the property whether the property is owner occupied, or renter occupied." - Highland City Municipal Code 13.30.300

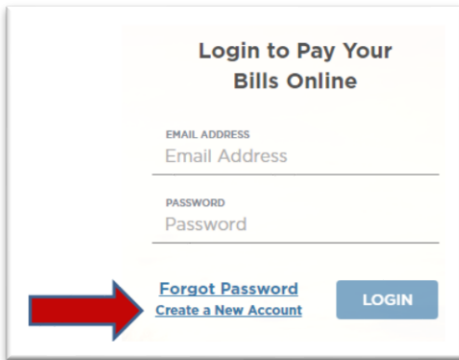
ONLINE ACCOUNT SETUP

CREATING AN ACCOUNT ON XPRESS BILL PAY

1. Link to Highland City's Xpress Bill Pay portal page from www.highlandcity.org or by visiting www.xpressbillpay.com.



2. If Xpress Bill Pay is new to you, please first create a web login for this site. *If you have already used Xpress Bill Pay for a prior account, please skip to “Adding A New Account” below.



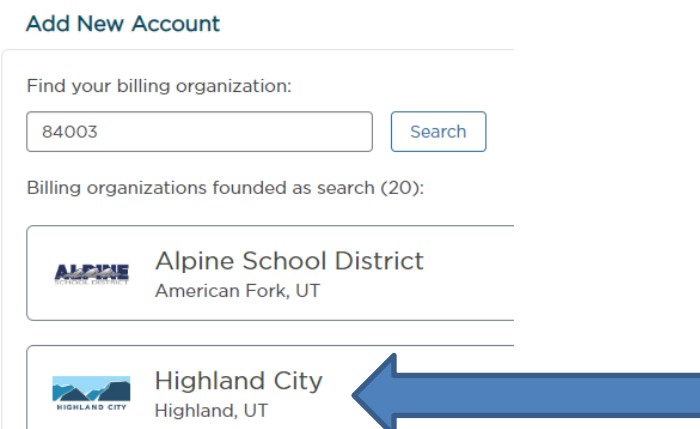
3. After creating your new account (web login), it will send an email to you to validate the login. Please check your email and follow the instructions from Xpress Bill Pay to continue and complete the account creation.
4. Login to Highland City’s Xpress Bill Pay with your newly created web login.

ADDING A NEW ACCOUNT

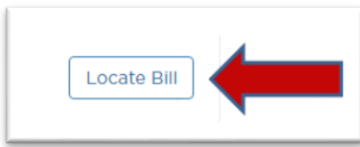
1. If you just logged in to Xpress Bill Pay for the first time, the site should automatically walk you through the account setup.
2. If you already have an Xpress Bill Pay web login, please click on “Add Account” at the top of the page.



3. Select Highland City as your billing organization.



4. The following page should ask for the Account Number (on your utility statement), and then the Last Name or Business Name, which must match up with the billing statement information.
5. If you are the renter or third party-payer, it may help to request a copy of the current billing statement from the homeowner to provide you with the information needed to setup the bill.
 - a. This does not necessarily mean the balance due is your responsibility.
 - b. Check with your homeowner to determine your portion of the billed amount.
6. Click on “Locate Bill” at the right of the screen.




7. As a renter or third party-payer, it will then inform you that there may already be a payer on the account (possibly the homeowner, or the previous tenant), and would you like to be added as an additional payer or take over payment from the previous tenant.” I recommend to select “Add Me As a Payer.”

Add New Account Step 3 of 3

Utility Account # 125.003.116.2 for Highland City

This account already has a payer. You can add yourself as an additional payer or take over payments from the previous owner.



Enter the following information to verify the account

Service street address as it appears on the current bill

Amount due on the current bill

The existing payer will be notified that you are being added as a payer on this account.

Opt in for Paperless

8. You will also need to type in the service street address as it appears on the bill, and the amount due on the current bill to confirm the account information.

Enter the following information to verify the account

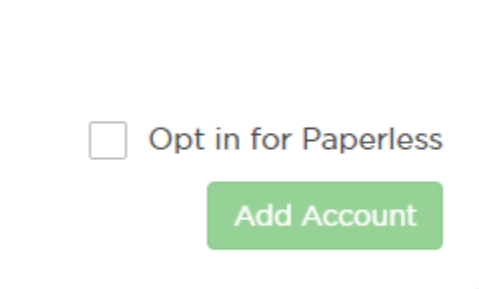
Service street address as it appears on the current bill

Amount due on the current bill

The existing payer will be notified that you are being added as a payer on this account.

9. Check the box for “Opt in for Paperless” to receive email notifications. If you are a renter or third party-payer, this will be your means of receiving the utility bill each month; otherwise the homeowner will need to send you a copy of the bill each month.

10. Click on “Add Account”



Opt in for Paperless

Add Account

11. You should then see that the account has been added successfully.

Add New Account

Step 3 of 3

YOU HAVE SUCCESSFULLY ADDED YOUR ACCOUNT!

Now that Utility Account # 178.002.013.5 for Highland City has been added, would you like to set up auto pay now?

Not Now

Set up Auto Pay

12. If you'd like to setup Auto Pay, please select this option and walk through the steps that follow in setting up the day you'd like payments to debit, the payment method, etc.