

# Auto pay – Set up & Management

(Auto pay is for Residential customers only)

**\*\*Auto pay & Schedule payment will not draft if you set it up the day your bill is due.**

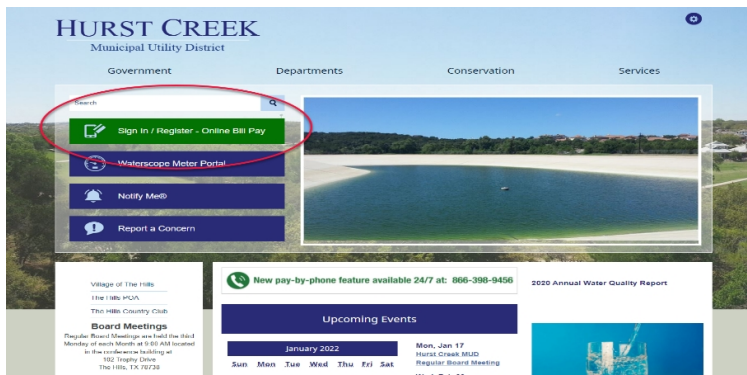
**Please use the Pay bills feature to pay your current bill if you set up Auto pay on the day the bill is due.**

Provided are screenshots and step-by-step instructions on setting up and managing your Auto pay account.

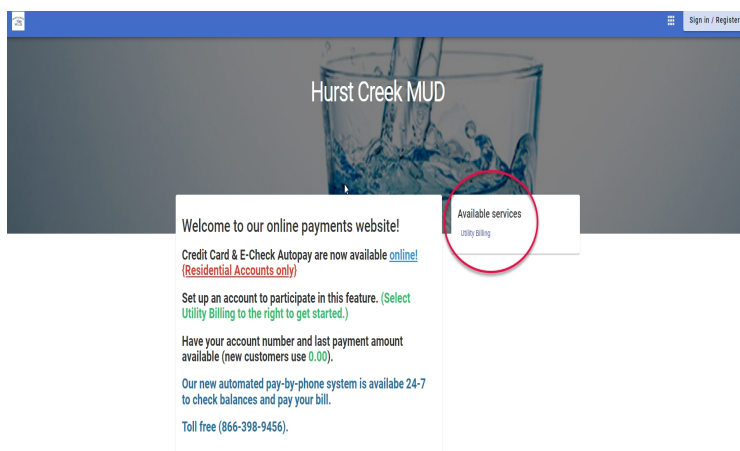
You will need your account number which is XX-XXXXXXX-XX and your last payment amount which is XXX.XX. (For new customers please use 0.00)

**Step 1:** go to [www.hurstcreekmud.org](http://www.hurstcreekmud.org)

**Step 2:** Click the “Sign In / Register – Online Bill Pay” button

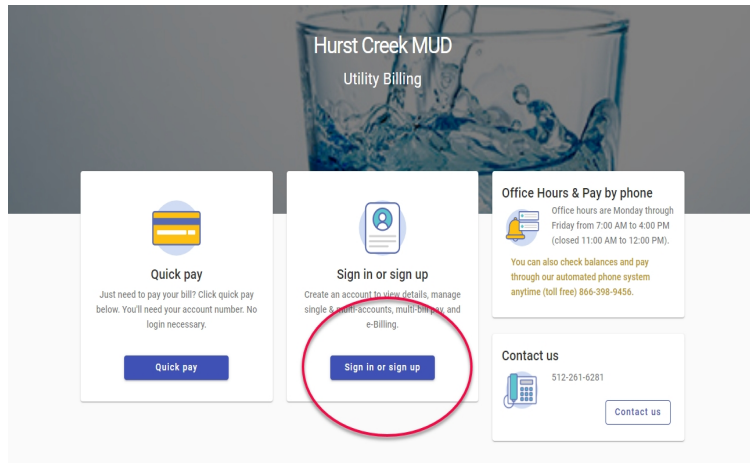


**Step 3:** Select “Utility Billing” in the Available Services (middle of the page) – You can also use the “Sign In / Register in the top right corner”



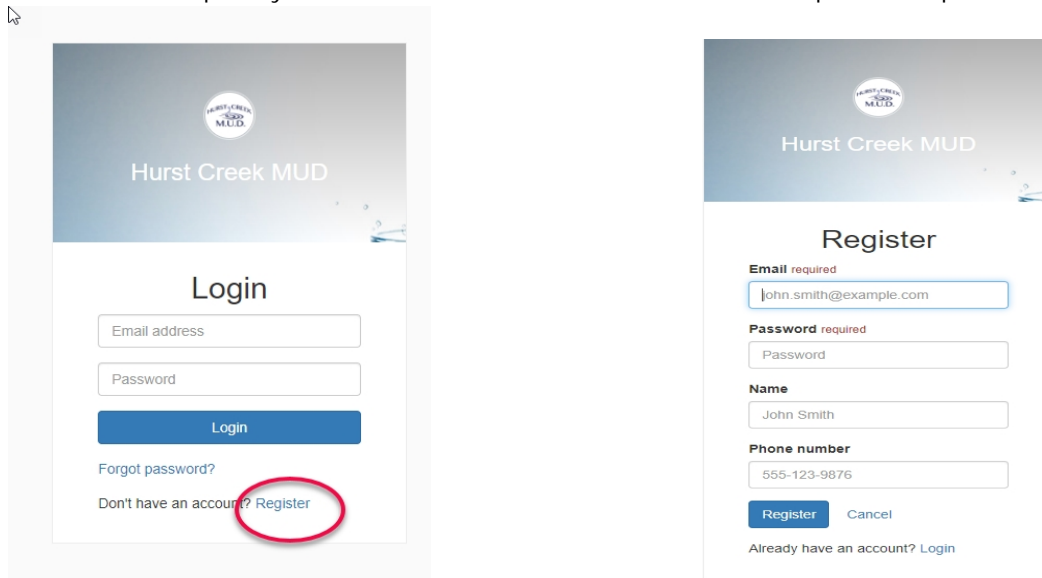
#### Step 4: Select "Sign in or Sign Up"

\*\* (Future Reference - You may also use Quick Pay here if you want to make a onetime payment and do not want to log in- Account number and last payment amount are required)



Step 5: This is your log in screen – Click “Register” at the bottom. On the next screen fill out the required information and hit “Register”.

Once this is complete you will receive an email confirmation to complete set up.



Step 6: Log into your account using your new log in credentials. Once inside the account you will want to select “+ Add account “. This is where you will enter your account number XX-XXXXXX-XX and last payment amount XXX.XX (for new customers use 0.00) leave off the \$ sign. This will attach your account number to your log in credentials.

\*\*You can add multiple accounts if you own multiple properties.

Utility Billing

Home

Manage accounts

Communications

Welcome back

VILLAGE OF THE HILLS

Pay now

Pay bills

Manage auto pay

Schedule payment

Accounts

+ Add account

Office Hours & Pay by phone

Office hours are Monday through Friday from 7:00 AM to 4:00 PM (closed 11:00 AM to 12:00 PM).

You can also check balances and pay through our automated phone system anytime (toll free) 866-398-9456.

Contact us

512-261-6281

Contact us

Let's find your account

Account Number\*

Please include all dashes. For example: 01-0101010-01

Last Payment Amount\*

Cancel

Add account

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Once this is finished you can navigate back to your home page and use your directory on the left "home".

**Step 7:** Click "Manage Auto pay" Here you will select "Enroll" for the account you want to enroll in Auto pay. Fill out the next screen with either a Credit Card or an E- Check and hit "Enroll Now". Go back to your Manage Auto pay screen and it will show "Enrolled" on the account you enrolled in Auto pay.

**\*\*Auto pay & Schedule payment will not draft if you set it up the day your bill is due.**  
**Please use the Pay bills feature to pay your current bill if you set up Auto pay on the day the bill is due.**

Welcome back

**VILLAGE OF THE HILLS**

Your current balance is \$0.00

[Pay now](#)

[Pay bills](#)

[Manage auto pay](#)

[Schedule payment](#)

Accounts [+ Add account](#)

Office Hours & Pay by phone  
Office hours are Monday

← Manage auto pay [Pay all](#)

**Enrolled**

	Balance	Due date	
	\$0.00	1/10/2022	

**Not enrolled**

	Balance	Due date	
	\$0.00	2/15/2022	<a href="#">Enroll</a>

**Office Hours & Pay by phone**

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You can also check balances and pay through our automated phone system anytime (toll free) 866-398-9456.

**Contact us**

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[Contact us](#)

Enroll in auto pay

By enrolling in Auto Pay, you understand that your account will automatically be drafted on the due date specified on your bill. If you schedule a future payment after it is due, you will incur a late penalty that, if left unpaid, will result in disconnection of service.

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**Payment day**  
Your payment will draft on your bill due date.  
Your first draft will be 3/15/2022.

**Payment Method**

☐ Enter new Credit card

☐ Enter new eCheck

Cancel Enroll now

Office 1-800-455-4555

You can through anytime

Contact 1-800-455-4555

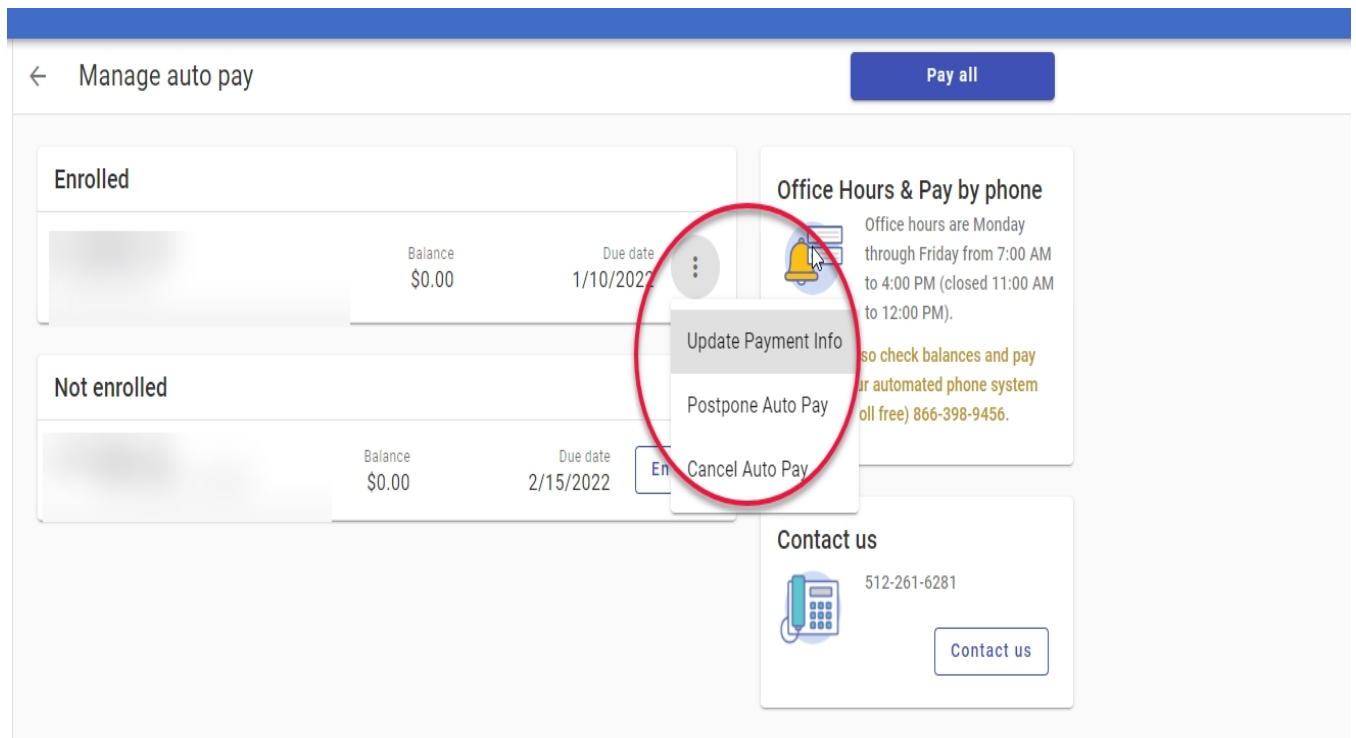
## Managing your account and Auto pay

To update or change your Auto pay information navigate to the “Manage Auto pay” button

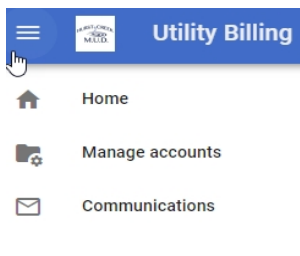
Go to the account that is “Enrolled” and hit the 3 vertical dots to the right of the due date.

Select the update payment information option in the drop down and complete the fields to add another credit card or E-check.

We recommend adding your new payment first, save, and then you can go back and delete the old credit card or bank account information that you replaced. It will appear that the card deletion will want your 3-digit code on the back, but you do not have to enter this to delete it.



There are 3 options on your left navigation screen to help you navigate your main options:



**Home** – will take you back to your Home screen with all of your accounts as an overview.

You can manage Auto pay, view a bill, make a one-time payment, schedule a future payment on a certain date or look at your consumption history.

**Manage Accounts**- This will allow you to either add another account (additional address) you may owe or delete an existing account if you own multiple properties and no longer live or own the property. (This is not where you manage Auto pay).

**Communications** – This is a great place to sign up for the many different communication options for your bill and Auto pay.

2 THE HILLS Dr

Sign up for e-Billing



Email

Email

Confirm email



Mail paper copy

Notifications



None



Phone call

Phone number

Reminders



Email reminders

Bill reminders



Past due

Auto Pay reminders



Successful payment



Declined payment



Drafted payment



Payment method updated



Credit card expiring