

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.**

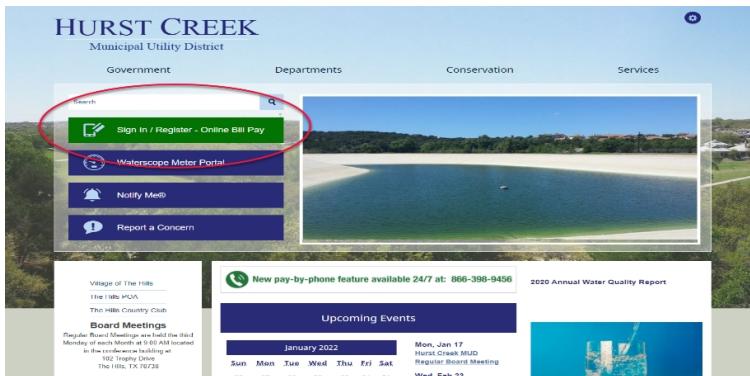
Please use the Pay bills feature to pay your current bill if you set up Auto pay on the day the bill is due.

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

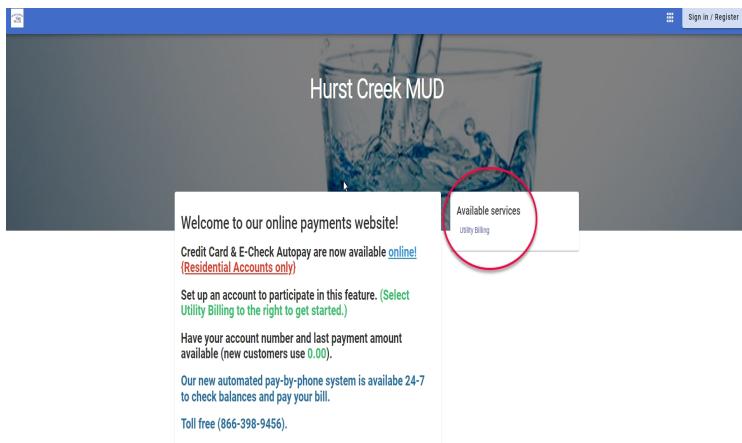
You will need your account number which is XX-XXXXXXX-XX and your last payment amount which is XXX.XX. (For new customers please use 0.00)

Step 1: go to www.hurstcreekmud.org

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

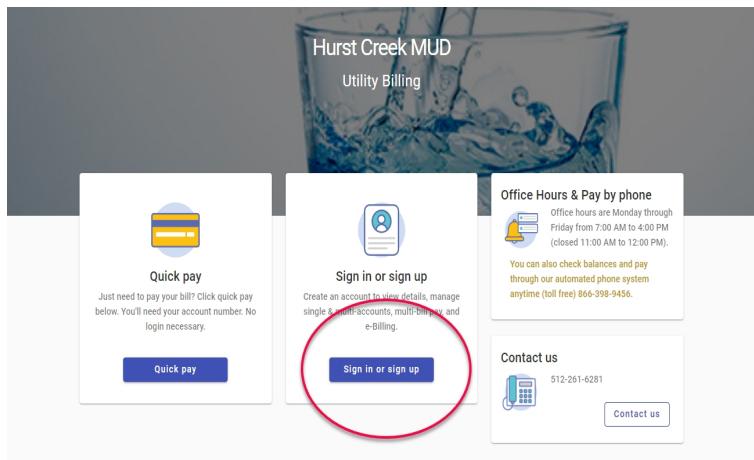


Step 3: Select “Utility Billing” in the Available Services (middle of the page) – You can also use the “Sign In / Register in the top right corner”



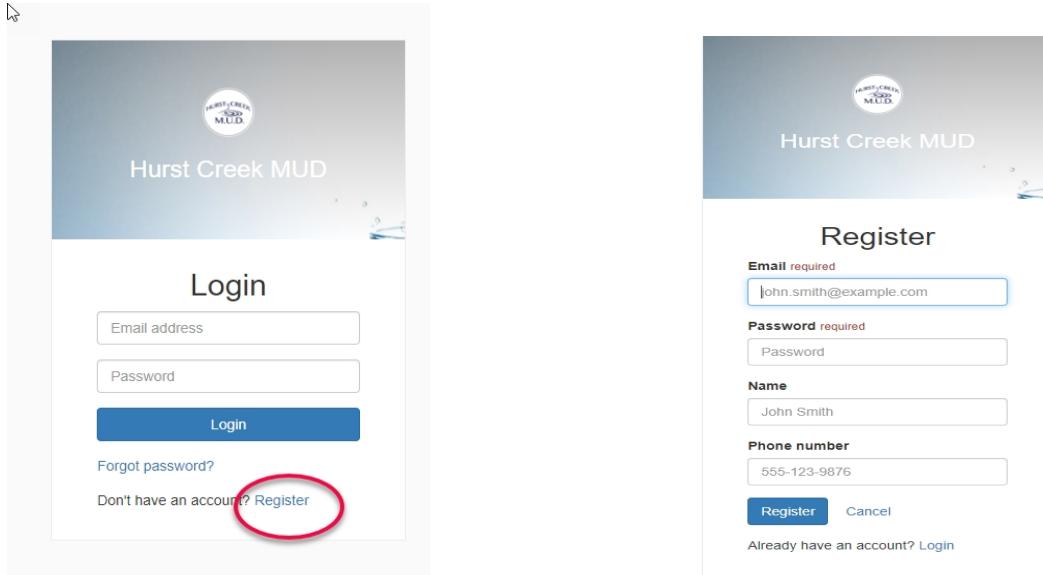
Step 4: Select “Sign in or Sign Up”

**(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-XXXXXXX-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

Welcome back
VILLAGE OF THE HILLS

Pay now

Accounts [+ Add account](#)

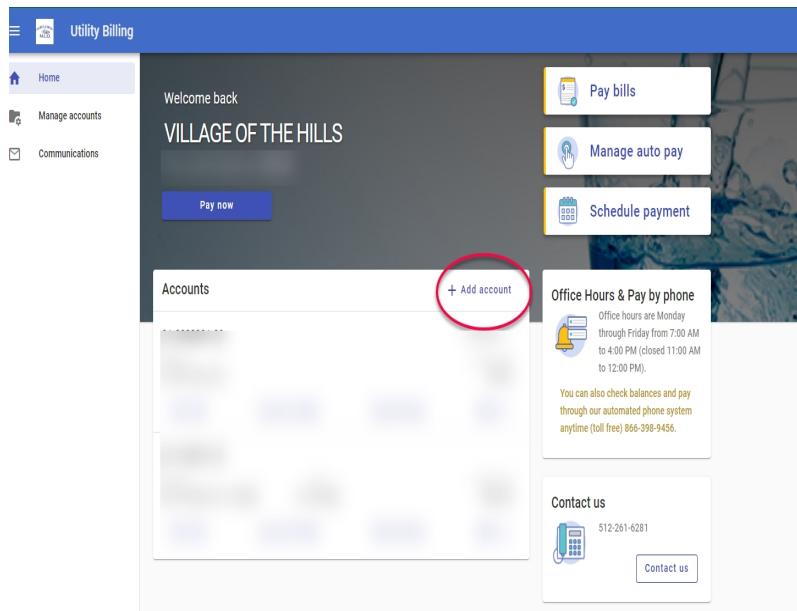
[Pay bills](#)
[Manage auto pay](#)
[Schedule payment](#)

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*

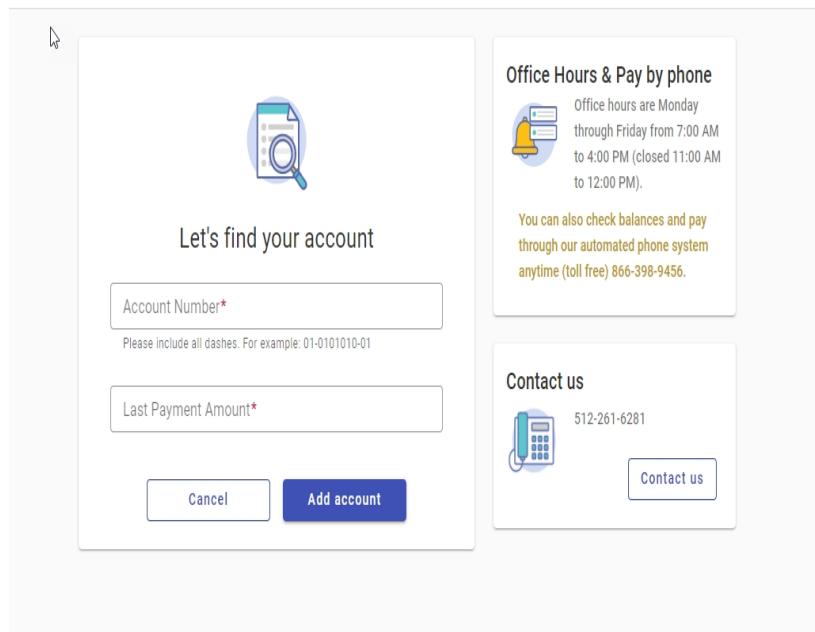
[Cancel](#) [Add account](#)

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](#)



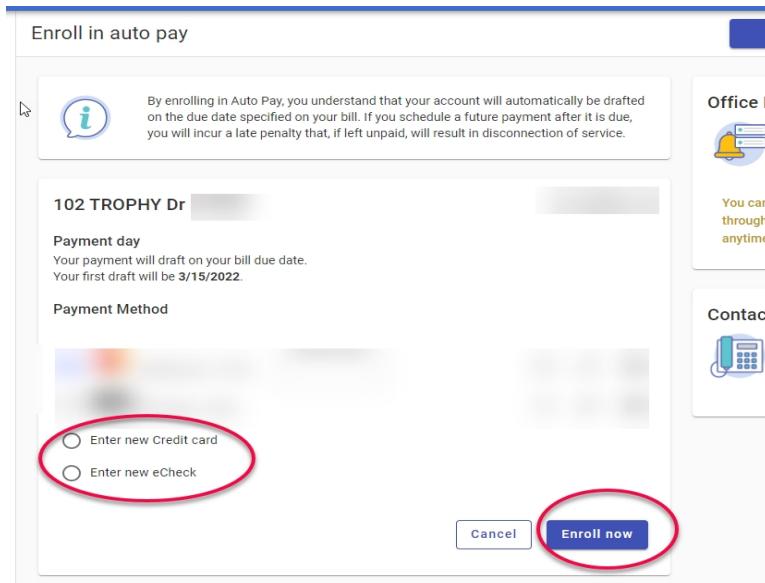
Once this is finished you can navigate back to your home page and use your directory on the left "home".

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.

The screenshot shows the 'Manage auto pay' screen. At the top, there are three main buttons: 'Pay bills', 'Manage auto pay' (which is circled in red), and 'Schedule payment'. Below these are sections for 'Accounts' and 'Office Hours & Pay by phone'. The 'Manage auto pay' section shows a table with two rows: 'Enrolled' and 'Not enrolled'. The 'Not enrolled' row has a 'Balance \$0.00' and a 'Due date 2/15/2022' field, with an 'Enroll' button circled in red. The 'Enrolled' section shows a row with a balance of '\$0.00' and a due date of '1/10/2022'. At the bottom right, there is a 'Pay all' button.



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.

← Manage auto pay

Enrolled

Not enrolled

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).
so check balances and pay our automated phone system (toll free) 866-398-9456.

Update Payment Info

Postpone Auto Pay

Cancel Auto Pay

Contact us

512-261-6281

Contact us

Pay all

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

Utility Billing

☰

Home

Manage accounts

Communications

[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 no 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