

# City of Salem Utility Billing Help

## Home Page

On the Home Page, City of Salem utility customers have the option to register and create a Profile for utility billing online services. This page also has a quick payment option ("Quick Pay" button) that allows customers to make a payment without registering or logging in. To use the Quick Pay feature, users will need their utility Account Number and Security Code located on the upper right side of the paper bill.

The HELP link is located on the top right corner of every page. Clicking this will take you to Frequently Asked Questions regarding general questions, login questions, web payment options, and phone payment options.

The screenshot shows the City of Salem Utility Billing Home Page. At the top, there is a navigation bar with links for REGISTER, LOG IN, HELP (circled in red), and CITY HOME. Below this is a secondary navigation bar with HOME, MY ACCOUNTS, and CONTACT. The main content area features a large header with the text "City of Salem Utility Billing" and a sub-header "If you are already registered, please click the 'Register' button below to access City of Salem utility billing online services. Registration is not required for 'Quick Pay'". Below the header are three buttons: Register, Login, and Quick Pay. A red circle highlights these buttons. Three callouts are present: one pointing to the Register button with the text "Use Register to create a profile.", one pointing to the Quick Pay button with the text "Use Quick Pay to make a payment", and one pointing to the HELP link in the top navigation bar with the text "HELP Link". Below the main content area, there are three columns: "Start, Transfer, or Stop Utility Service", "Registered Users", and "Un-registered Users". The "Registered Users" column lists benefits like viewing bills online, payment history, switching to paperless, and submitting payment arrangements. The "Un-registered Users" column mentions that while bills can be paid online, other features are not available, and it includes "Pay Now" and "Options" buttons. At the bottom, there are three sections: "Contact Us" with phone, fax, and email information; "Programs" including Environmental Assistance and Low Income Donation; and "System Availability" stating the system is unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance.

City of Salem Utility Billing

REGISTER | LOG IN | **HELP** | CITY HOME

HOME MY ACCOUNTS CONTACT

City of Salem Utility Billing

If you are already registered, please click the "Register" button below to access City of Salem utility billing online services. Registration is not required for "Quick Pay".

Register Login Quick Pay

Use Register to create a profile.

Use Quick Pay to make a payment

HELP Link

**Start, Transfer, or Stop Utility Service**

Are you moving to Salem? Moving to a new location and need to transfer service? Need to stop service? To start service when moving in, transfer service to a new location, or stop service, call Customer Services Utility Billing at 503-588-6099 during business hours; these types of service requests can not be made by email.

**Registered Users**

As a registered user you can,

- ✓ View your bills and make payments online.
- ✓ View billing/payment history.
- ✓ Switch to paperless.
- ✓ Submit payment arrangements.

**Un-registered Users**

As an un-registered user you can still pay your bills online but other features are not available. Click on the "Pay Now" button below to make a payment online or to change saved payment methods. Click on the "Options" button for other payment options.

**Pay Now** **Options**

**Contact Us**

City of Salem Customer Services Utility Billing  
Phone: (503) 588-6099  
Fax: (503) 588-6480  
Email: PaperlessBilling@cityofsalem.net

**Programs**

Donation Programs:

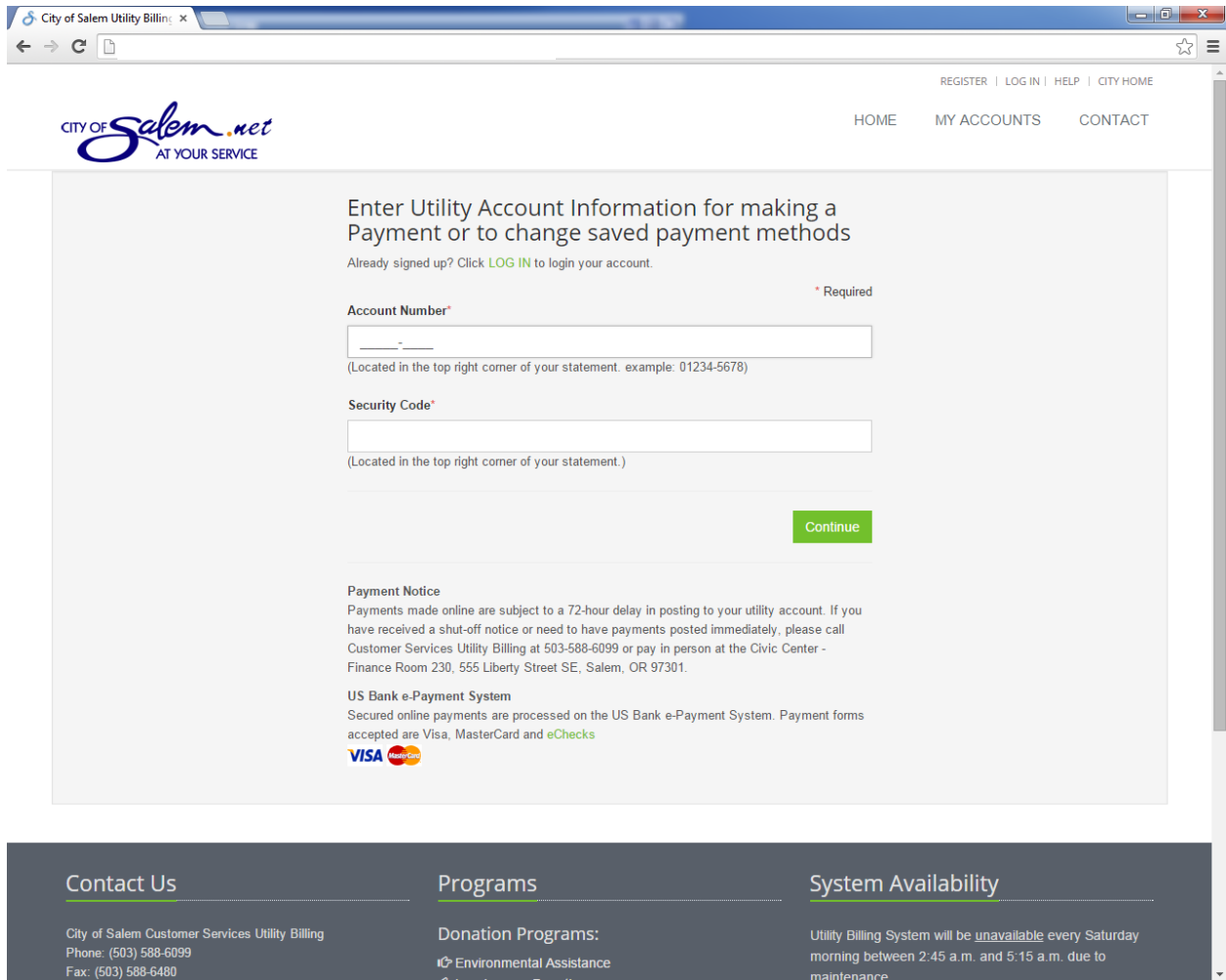
- Environmental Assistance
- Low Income Donation

**System Availability**

Utility Billing System will be unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance.

## Un-registered Users

Un-registered users can pay their utility bills online without registering by clicking the \$Pay Now button. To use the \$Pay Now feature, users will need their utility Account Number and Security Code located on the upper right side of the paper bill. Click on the “\$ Pay Now” button located on the Home Page under “Un-registered Users”.



The screenshot shows a web browser window with the address bar displaying "City of Salem Utility Billing". The website header includes the "CITY OF Salem.net AT YOUR SERVICE" logo on the left and navigation links for "REGISTER", "LOG IN", "HELP", "CITY HOME", "HOME", "MY ACCOUNTS", and "CONTACT" on the right. The main content area is titled "Enter Utility Account Information for making a Payment or to change saved payment methods". Below the title, it says "Already signed up? Click [LOG IN](#) to login your account." The form contains two required fields: "Account Number\*" and "Security Code\*", both marked with a red asterisk. The Account Number field has a placeholder "\_\_\_\_-\_\_\_\_" and a note "(Located in the top right corner of your statement. example: 01234-5678)". The Security Code field has a note "(Located in the top right corner of your statement.)". A green "Continue" button is positioned to the right of the Security Code field. Below the form, there is a "Payment Notice" section stating that payments are subject to a 72-hour delay and providing contact information for Customer Services Utility Billing. Below that is a "US Bank e-Payment System" section stating that secured online payments are processed on the US Bank e-Payment System and that Visa, MasterCard, and eChecks are accepted. At the bottom of the page, there is a dark gray footer with three columns: "Contact Us" (City of Salem Customer Services Utility Billing, Phone: (503) 588-6099, Fax: (503) 588-6480), "Programs" (Donation Programs: Environmental Assistance, Low Income Assistance), and "System Availability" (Utility Billing System will be unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance).

City of Salem Utility Billing

REGISTER | LOG IN | HELP | CITY HOME

HOME MY ACCOUNTS CONTACT

**CITY OF Salem.net**  
AT YOUR SERVICE

Enter Utility Account Information for making a Payment or to change saved payment methods

Already signed up? Click [LOG IN](#) to login your account.

\* Required

Account Number\*

\_\_\_\_-\_\_\_\_

(Located in the top right corner of your statement. example: 01234-5678)

Security Code\*


\_\_\_\_

(Located in the top right corner of your statement.)



[Continue](#)

**Payment Notice**  
Payments made online are subject to a 72-hour delay in posting to your utility account. If you have received a shut-off notice or need to have payments posted immediately, please call Customer Services Utility Billing at 503-588-6099 or pay in person at the Civic Center - Finance Room 230, 555 Liberty Street SE, Salem, OR 97301.

**US Bank e-Payment System**  
Secured online payments are processed on the US Bank e-Payment System. Payment forms accepted are Visa, MasterCard and [eChecks](#)



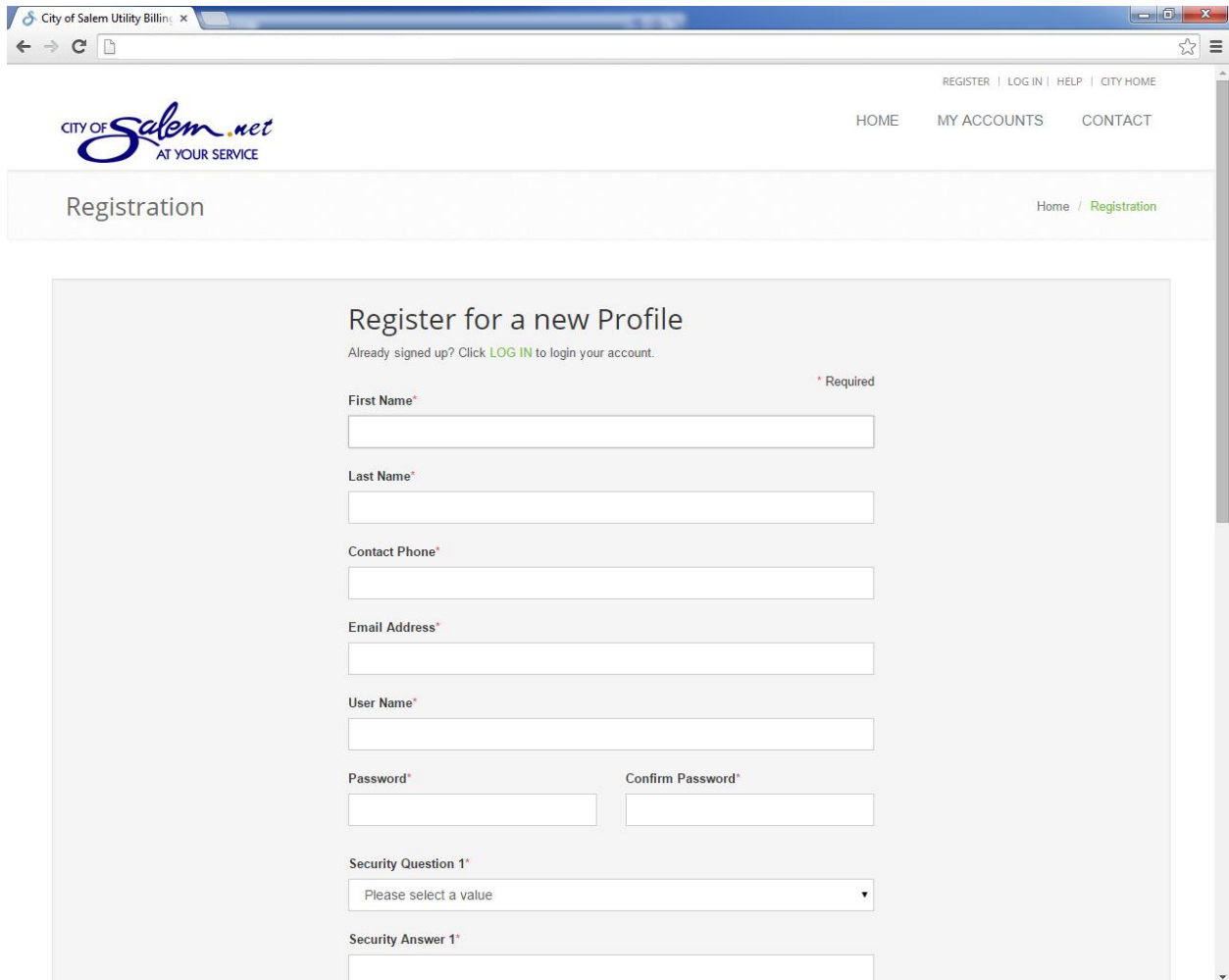
**Contact Us**  
City of Salem Customer Services Utility Billing  
Phone: (503) 588-6099  
Fax: (503) 588-6480

**Programs**  
Donation Programs:  
 Environmental Assistance  
 Low Income Assistance

**System Availability**  
Utility Billing System will be unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance.

## Registration

City of Salem Utility customers can register for online services. Registered users have the ability to view utility bills and account history as well as make payments and elect paperless billing.



The screenshot shows a web browser window with the address bar displaying "City of Salem Utility Billing". The page header includes the "CITY OF Salem.net AT YOUR SERVICE" logo on the left and navigation links "REGISTER | LOG IN | HELP | CITY HOME" on the right. Below the header, there are links "HOME", "MY ACCOUNTS", and "CONTACT". The main content area is titled "Registration" and includes a breadcrumb trail "Home / Registration". The registration form is titled "Register for a new Profile" and includes a link for existing users: "Already signed up? Click [LOG IN](#) to login your account." The form fields are as follows:

- First Name\***: Text input field.
- Last Name\***: Text input field.
- Contact Phone\***: Text input field.
- Email Address\***: Text input field.
- User Name\***: Text input field.
- Password\***: Text input field.
- Confirm Password\***: Text input field.
- Security Question 1\***: Dropdown menu with the text "Please select a value".
- Security Answer 1\***: Text input field.

Asterisks (\*) indicate required fields.

## LOGIN

On the Login screen, enter the User Name and Password that you have created during Registration.

If you have forgotten your User Name, you can recover it by using the Link provided below the Login. If you have forgotten your Password you can reset it by using the Link provided below the Login.

If you have not created a User Profile, you can register for a new Profile using the Link provided below the Login.

City of Salem Utility Billing

REGISTER | LOG IN | HELP | CITY HOME

HOME MY ACCOUNTS CONTACT

City of Salem.net  
AT YOUR SERVICE

Login Home / Login

### Login to your account

User name\*

User Name

Password\*

Login

Forgot your User Name ?  
No problem, please [click here](#) to recover your User Name.

Forgot your Password ?  
No worries, please [click here](#) to reset your password.

Don't have profile yet ?  
Please [click here](#) to register for a new profile.

Forgot user name?  
Click here

Forgot password?  
Click here

Click here to register

**Contact Us**  
City of Salem Customer Services Utility Billing  
Phone: (503) 588-6099  
Fax: (503) 588-6480

**Programs**  
Donation Programs:  
Environmental Assistance

**System Availability**  
Utility Billing System will be unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance.

## My Accounts

On the “My Accounts” page, users can associate existing utility account(s) to their profile by clicking the “Associate an Account” button. Once the association is done, utility accounts will appear in the My Accounts window.

City of Salem Utility Billing

TESTACCT | LOG OUT | HELP | CITY HOME

HOME MY ACCOUNTS CONTACT

Home / My Accounts

Click here to associate a utility account

+ Associate an Account

Account #	Account Name	Balance	Status	Paperless	Alerts
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**Contact Us**

City of Salem Customer Services Utility Billing  
Phone: (503) 588-6099  
Fax: (503) 588-6480  
Email: PaperlessBilling@cityofsalem.net  
Service Hours: Monday-Friday: 8 a.m. to 5 p.m.

**Customer Information**

- Frequently Asked Questions
- Program Changes
- Automatic Bill Payment
- Payment Options

**Programs**

**Donation Programs:**

- Environmental Assistance
- Low Income Donation

**Customer Assistance Programs:**

- Low Income Utility Payment Assistance
- Wastewater Rate Assistance Program

**Utility Rates**

- Water Rates
- Wastewater Rates
- Stormwater Rates
- Utility Bill Estimator

**System Availability**

Utility Billing System will be unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance.

**Translate**

Select Language

## Associate an Account

On the “Associate Account” page, you can associate your existing utility accounts with your Profile using the Account Number and Security code located on the upper right side of your paper bill.

Here you can also create a nick name for your account and have the option to receive online/electronic bills or continue to receive paper bills.

The screenshot shows a web browser window with two tabs labeled "City of Salem Utility Billing". The page header includes the City of Salem logo, navigation links (HOME, MY ACCOUNTS, CONTACT), and user links (TESTACCT, LOG OUT, HELP, CITY HOME). The main heading is "Associate Account", with a breadcrumb trail: Home / My Accounts / Associate Account. The form area is titled "Associate your existing City of Salem Utility Service Account". It contains the following fields and options:

- Account Number\*** (Required): A text input field with a placeholder "\_\_\_\_-\_\_\_\_". A note below states: "(Located in the top right corner of your statement. example: 01234-5678)".
- Security Code\*** (Required): A text input field. A note below states: "(Located in the top right corner of your statement.)".
- Account Nick Name**: A text input field.
- Billing options\***: Two radio button options:
  - ☒ Online only. Don't mail me paper bill(s)/notices.
  - ☐ Send me paper bill(s)/notices.
- ☐ I agree to the [Terms and Conditions\\*](#)
- Submit** button

The footer contains three links: [Contact Us](#), [Programs](#), and [System Availability](#).

## My Accounts after Association

Here is how the “My Accounts” Page will look like after an account has been successfully associated with your Profile. There is an “Edit” button for switching between online/electronic bills and paper bills. The “Detail” button gives you access to other options such as account summary, account balance, pay now, and billing/payment history.

The My Accounts window shows the account number, account name (the nick name of the account if you created one), balance, status, billing election (paperless or paper), and alerts.

City of Salem Utility Billing

TESTACCT | LOG OUT | HELP | CITY HOME

HOME MY ACCOUNTS CONTACT

### My Accounts

Home / My Accounts

[+ Associate an Account](#)

My Accounts						
	Account #	Account Name	Balance	Status	Paperless	Alerts
<a href="#">Detail</a>	24738-0002	Utility Account	\$43.10	Active		0 <a href="#">Edit</a>

#### Contact Us

City of Salem Customer Services Utility Billing  
Phone: (503) 588-6099  
Fax: (503) 588-6480  
Email: [PaperlessBilling@cityofsalem.net](mailto:PaperlessBilling@cityofsalem.net)  
Service Hours: Monday-Friday: 8 a.m. to 5 p.m.

#### Customer Information

- [Frequently Asked Questions](#)
- [Program Changes](#)
- [Automatic Bill Payment](#)
- [Payment Options](#)

#### Programs

Donation Programs:

- [Environmental Assistance](#)
- [Low Income Donation](#)

Customer Assistance Programs:

- [Low Income Utility Payment Assistance](#)
- [Wastewater Rate Assistance Program](#)

#### Utility Rates

- [Water Rates](#)
- [Wastewater Rates](#)
- [Stormwater Rates](#)
- [Utility Bill Estimator](#)

#### System Availability

Utility Billing System will be unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance.

#### Translate

[Select Language](#)

## Edit Account

The “Edit” button on the “My Accounts” page takes you to the “Edit Account” page, which allows users to switch between online/electronic bills and paper bills. The “Detail” button on the “My Accounts” page allows you to create/change the account nick name.

The screenshot shows a web browser window with two tabs, both labeled 'City of Salem Utility Billing'. The address bar is empty. The page header includes the City of Salem logo with the tagline 'AT YOUR SERVICE', and navigation links for HOME, MY ACCOUNTS, and CONTACT. A breadcrumb trail shows 'Home / My Account / Edit Account'. The main content area is titled 'Edit Account' and contains a form with the following fields:

- AccountNumber** (marked as \* Required): 24738-0002
- Current Billing options\***:
  - ☒ Online only. Don't mail me a paper bill.
  - ☐ Send me a paper bill each month.
- Account Nick Name**: A text input field containing 'Utility Account'.
- Save Changes**: A green button.

The footer is divided into three columns:

- Contact Us**: City of Salem Customer Services Utility Billing, Phone: (503) 588-6099, Fax: (503) 588-6480, Email: PaperlessBilling@cityofsalem.net, Service Hours: Monday-Friday: 8 a.m. to 5 p.m.
- Programs**:
  - Donation Programs:** Environmental Assistance, Low Income Donation
  - Customer Assistance Programs:** Low Income Utility Payment Assistance, Wastewater Rate Assistance Program
  - Utility Rates**: Water Rates, Wastewater Rates
- System Availability**: Utility Billing System will be unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance.

Below the System Availability section is a **Translate** section with a 'Select Language' dropdown menu.



## Account Summary

The Account Summary page shows Account Information, Current Bill, Last Payment, and Billing & Payment options. This page also has a side navigation bar for accessing Bill/Payment History, Adjustments History, and Payment Arrangement features

The Green “\$ Pay Now” button is provided for users to pay their bill online.

The Blue “View Bill” button allows the user to look at their utility bills in a PDF format. Bills may also be printed from using the “View Bill” feature.

The screenshot shows the 'Account Summary' page for a user named DOE JOHN. The page layout includes a side navigation bar on the left, a main content area with four panels, and a footer with contact and program information.

**Side navigation bar:** A vertical list of links: Account Summary (highlighted with a green bar), Bill/Payment History, Adjustments History, and Payment Arrangement. A red circle highlights this entire bar.

**Account Information Panel:** Displays customer details: Customer: DOE JOHN, Account Number: 24738-0002, Service Address: 295 CHURCH ST SE SALEM, OR 97301-3831, and Account Balance: \$43.10. A green button labeled '\$ Pay Now' is located next to the balance, with an orange callout bubble pointing to it that says 'Click to pay bill online'.

**Current Bill Panel:** Displays billing information: Current Charges: \$43.10, Charges Due: 08/14/2014, and Bill Date: 07/20/2014. A blue button labeled 'View Bill' is next to the bill date.

**Last Payment Panel:** Displays payment history: Last Payment: \$48.18 and Payment Received on: 07/03/2014.

**Billing & Payment Options Panel:** Displays options: Auto Pay: Not Enrolled and Paperless: Enrolled (with a 'Change' button).

**Footer:** Contains three sections: 'Contact Us' (City of Salem Customer Services Utility Billing, Phone: (503) 588-6099, Fax: (503) 588-6480), 'Programs' (Donation Programs: Environmental Assistance, Low Income Donation), and 'System Availability' (Utility Billing System will be unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance).

## Bill/Payment History

The Bill/Payment History page shows the billing and payment history of an account.

City of Salem Utility Billing: x City of Salem Utility Billing: x localhost:52072/MyAccou x

TESTACCT | LOG OUT | HELP | CITY HOME

HOME MY ACCOUNTS CONTACT

CITY OF *Salem*.net  
AT YOUR SERVICE

### Bill/Payment History

Home / My Accounts / [Bill/Payment History](#)

[Account Summary](#)  
**[Bill/Payment History](#)**  
[Adjustments History](#)  
[Payment Arrangement](#)

Account # 24738-0002

Date	Description	Amount Billed	Amount Paid
07/20/2014	Bill 06/04/2014 - 07/02/2014	\$43.10	<a href="#">View Bill</a>
07/03/2014	Payment Received		\$48.18
06/20/2014	Bill 05/03/2014 - 06/03/2014	\$48.35	<a href="#">View Bill</a>
05/29/2014	Payment Received		\$45.00
05/20/2014	Bill 04/04/2014 - 05/02/2014	\$45.73	<a href="#">View Bill</a>
04/29/2014	Payment Received		\$44.00
04/20/2014	Bill 03/07/2014 - 04/03/2014	\$43.10	<a href="#">View Bill</a>
03/27/2014	Payment Received		\$44.85
03/20/2014	Bill 02/05/2014 - 03/06/2014	\$45.73	<a href="#">View Bill</a>
02/27/2014	Payment Received		\$47.00

« 1 2 3 4 5 6 7 8 9 »

Contact Us Programs System Availability

## Payment Arrangement

On this screen the user can enter/request payment arrangements.

The screenshot shows a web browser window with three tabs: 'City of Salem Utility Billing', 'City of Salem Utility Billing', and 'localhost:52072/MyAccount'. The browser address bar shows 'localhost:52072/MyAccount'. The website header includes the City of Salem logo, navigation links (HOME, MY ACCOUNTS, CONTACT), and a breadcrumb trail: Home / My Accounts / Payment Arrangement. The main content area is titled 'Payment Arrangement' for Account : 24738-0002 (Utility Account). It displays account details: Account Balance: \$43.10, Past Due Balance: \$43.10, and Charges Due: 08/14/2014. Below this, there are input fields for 'Arrangement Amount' and 'Arrangement Date' (mm/dd/yyyy). A checkbox is present for agreement, and a 'Submit' button is located to the right. The footer contains three columns: 'Contact Us' with phone, fax, and email information; 'Programs' listing 'Environmental Assistance' and 'Low Income Donation'; and 'System Availability' stating the system is unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance.

City of Salem Utility Billing

TESTACCT | LOG OUT | HELP | CITY HOME

HOME MY ACCOUNTS CONTACT

Payment Arrangement

Home / My Accounts / Payment Arrangement

Account Summary

Bill/Payment History

Adjustments History

Payment Arrangement

Payment Arrangement<sup>9</sup> for Account : 24738-0002 (Utility Account) <sup>\*</sup> Required

Account Balance: \$43.10

Past Due Balance: \$43.10

Charges Due: 08/14/2014

Arrangement Amount:  \*

Arrangement Date:  mm/dd/yyyy \*

☐ I agree to pay the "Arrangement Amount" by the "Arrangement Date" (entered above). I understand that if payment is not received, the City may elect to disconnect service, file legal action and lien my property, and/or refer my account for collection. Failure to keep the payment arrangement may also affect my ability to make future payment arrangements. \*

Submit

Contact Us

City of Salem Customer Services Utility Billing  
Phone: (503) 588-6099  
Fax: (503) 588-6480  
Email: PaperlessBilling@cityofsalem.net

Programs

Donation Programs:  
Environmental Assistance  
Low Income Donation

System Availability

Utility Billing System will be unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance.

## User Profile

The User Profile page can be accessed by clicking the drop down arrow located to the right of your logged-in user name (top right corner). On this page, the user can view/update their online profile information: first and last name, email address, and contact phone. The user may also change their password and hide closed utility accounts. Don't forget to click the "Save Changes" button after updating your information.

City of Salem Utility Billing x City of Salem Utility Billing x localhost:52072/MyAccount x

Logged-in user name

TESTACCT LOG OUT | HELP | CITY HOME

HOME MY ACCOUNTS CONTACT

CITY OF *Salem*.net  
AT YOUR SERVICE

Profile Home / Profile

Profile

Change Password

First Name\*

DOE

Last Name\*

JOHN

Email Address\*

test@testdomain.com

Confirm Email Address\*

Contact Phone\*

(503) 123-4567

☐ Hide Closed Accounts?

Save Changes

Contact Us

City of Salem Customer Services Utility Billing  
Phone: (503) 588-6099  
Fax: (503) 588-6480  
Email: [PaperlessBilling@cityofsalem.net](mailto:PaperlessBilling@cityofsalem.net)

Programs

Donation Programs:

☐ Environmental Assistance  
☐ Low Income Donation

System Availability

Utility Billing System will be unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance.

## Change Password

To change your password, access the Change Password page through your account Profile by clicking the drop down arrow located to the right of your logged-in user name (top right corner). Enter the appropriate information and remember to click the “Submit” button to update your changes.

City of Salem Utility Billing x City of Salem Utility Billing x localhost:52072/MyAccount x Glen Creek Trail Connect x Glen Creek Trail Connect x

City of Salem .net  
AT YOUR SERVICE

Logged-in user name

TESTACCT LOG OUT | HELP | CITY HOME

HOME MY ACCOUNTS CONTACT

Change Password Home / Change Password

Profile

Change Password

You're logged in as TestAcct

Current Password\*

New Password\*

Confirm New Password\*

Submit

**Contact Us**

City of Salem Customer Services Utility Billing  
Phone: (503) 588-6099  
Fax: (503) 588-6480  
Email: PaperlessBilling@cityofsalem.net  
Service Hours: Monday-Friday: 8 a.m. to 5 p.m.

**Customer Information**

- Frequently Asked Questions
- Program Changes
- Automatic Bill Payment

**Programs**

**Donation Programs:**

- Environmental Assistance
- Low Income Donation

**Customer Assistance Programs:**

- Low Income Utility Payment Assistance
- Wastewater Rate Assistance Program

**Utility Rates**

- Water Rates
- Wastewater Rates

**System Availability**

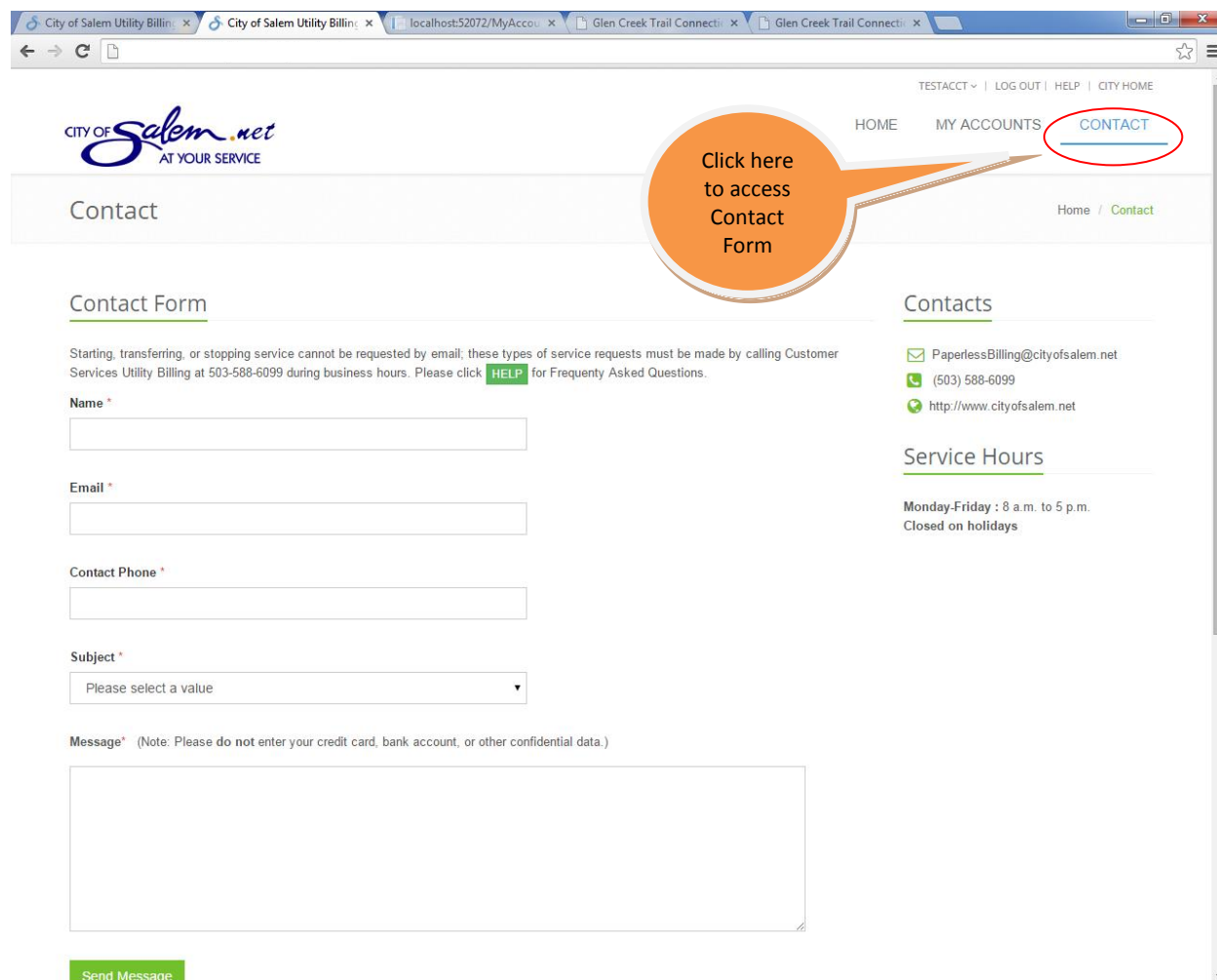
Utility Billing System will be unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance.

**Translate**

Select Language

## Contact Form

The Contact Form can be accessed from the top right side of the any page under “Contact”. Use this form for questions regarding billing, payments, and enrollment. Please do not enter your credit card, bank account, or other confidential information in this form. Starting, transferring, or stopping service cannot be requested by email or through this form; these types of service requests must be made by calling Customer Services Utility Billing at 503-588-6099, Monday through Friday, 8 a.m. to 5 p.m., excluding holidays.



City of Salem Utility Billing | City of Salem Utility Billing | localhost:52072/MyAccount | Glen Creek Trail Connect | Glen Creek Trail Connect

TESTACT | LOG OUT | HELP | CITY HOME

HOME MY ACCOUNTS **CONTACT**

Home / Contact

### Contact Form

Starting, transferring, or stopping service cannot be requested by email; these types of service requests must be made by calling Customer Services Utility Billing at 503-588-6099 during business hours. Please click [HELP](#) for Frequently Asked Questions.

Name \*

Email \*

Contact Phone \*

Subject \*

Please select a value

Message\* (Note: Please do not enter your credit card, bank account, or other confidential data.)

Send Message

### Contacts

- PaperlessBilling@cityofsalem.net
- (503) 588-6099
- <http://www.cityofsalem.net>

### Service Hours

Monday-Friday : 8 a.m. to 5 p.m.  
Closed on holidays

## Frequently Asked Questions

Frequently Asked Questions are grouped into four tabs, General Questions, Login Questions, Web Payment Questions, and Phone Payment Questions

The screenshot shows a web browser with multiple tabs open, including 'City of Salem Utility Billing', 'localhost:52072/MyAccou', and 'Glen Creek Trail Connect'. The website header features the 'CITY OF Salem.net AT YOUR SERVICE' logo and navigation links for 'HOME', 'MY ACCOUNTS', and 'CONTACT'. A breadcrumb trail shows 'Home / FAQ'. Below the header, there are four tabs: 'General Questions' (selected), 'Login Questions', 'Web Payment Questions', and 'Phone Payment Questions'. A list of nine frequently asked questions is displayed, each with a question number and a brief answer. The footer is divided into three columns: 'Contact Us' with customer service information, 'Programs' listing various assistance programs, and 'System Availability' with a note about Saturday maintenance. A 'Translate' button is also visible in the footer.

City of Salem Utility Billing | City of Salem Utility Billing | localhost:52072/MyAccou | Glen Creek Trail Connect | Glen Creek Trail Connect

TESTACTCT | LOG OUT | HELP | CITY HOME

HOME MY ACCOUNTS CONTACT

CITY OF *Salem.net*  
AT YOUR SERVICE

Frequently Asked Questions Home / FAQ

General Questions Login Questions Web Payment Questions Phone Payment Questions

1. Where can I find my security code?  
Your security code is located on the upper right corner of your utility bill or delinquency reminder notice.
2. What is the 72-hour delay?
3. How do I get my payment to post today?
4. How do I request a refund?
5. How do I sign up for automatic bill pay?
6. How do I change Email Address or Contact Phone Number? (registered user)
7. What are the payment options?
8. What are the browser requirements?
9. How do I Start, Transfer, or Stop Utility Service?

**Contact Us**  
City of Salem Customer Services Utility Billing  
Phone: (503) 588-6099  
Fax: (503) 588-6480  
Email: PaperlessBilling@cityofsalem.net  
Service Hours: Monday-Friday: 8 a.m. to 5 p.m.

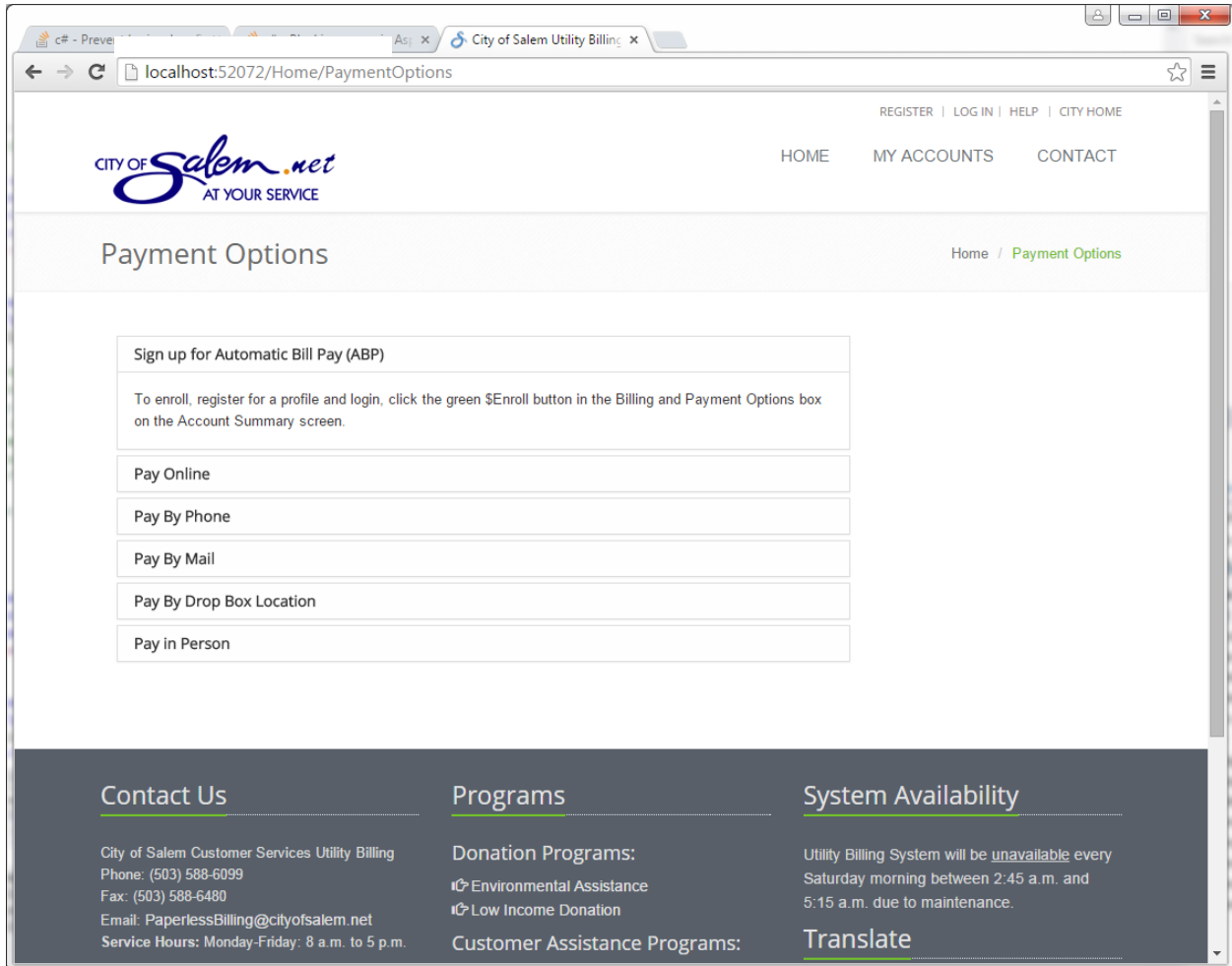
**Programs**  
Donation Programs:  
• Environmental Assistance  
• Low Income Donation  
Customer Assistance Programs:  
• Low Income Utility Payment Assistance  
• Workmaster Data Assistance Program

**System Availability**  
Utility Billing System will be unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance.

**Translate**  
Select Language

## Payment Options

Payment options can be accessed by clicking the “Options” button from the home page under “Un-registered Users”.



The screenshot shows a web browser window with the address bar displaying `localhost:52072/Home/PaymentOptions`. The page header includes the City of Salem logo and navigation links: REGISTER, LOG IN, HELP, CITY HOME, HOME, MY ACCOUNTS, and CONTACT. The main heading is "Payment Options" with a breadcrumb trail "Home / Payment Options".

The main content area lists several payment options:

- Sign up for Automatic Bill Pay (ABP)  
To enroll, register for a profile and login, click the green \$Enroll button in the Billing and Payment Options box on the Account Summary screen.
- Pay Online
- Pay By Phone
- Pay By Mail
- Pay By Drop Box Location
- Pay in Person

The footer is divided into three columns:

- Contact Us**  
City of Salem Customer Services Utility Billing  
Phone: (503) 588-6099  
Fax: (503) 588-6480  
Email: [PaperlessBilling@cityofsalem.net](mailto:PaperlessBilling@cityofsalem.net)  
Service Hours: Monday-Friday: 8 a.m. to 5 p.m.
- Programs**  
Donation Programs:
  - Environmental Assistance
  - Low Income DonationCustomer Assistance Programs:
- System Availability**  
Utility Billing System will be unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance.

A "Translate" link is also present in the footer.



## Automatic Bill Pay Enrollment

To enroll for Automatic Bill Payment, click the green \$Enroll button in the Billing and Payment Options box on the Account Summary screen.

The screenshot shows the 'Account Summary' page for the City of Salem. The page layout includes a header with the city logo and navigation links, a breadcrumb trail, a left sidebar with account management options, and a main content area with four panels: Account Information, Current Bill, Last Payment, and Billing & Payment Options. A callout bubble points to the '\$ Enroll' button in the Billing & Payment Options panel.

**City of Salem .net**  
AT YOUR SERVICE

TESTACCT | LOG OUT | HELP | CITY HOME

HOME MY ACCOUNTS CONTACT

Home / My Accounts / Account Summary

**Account Summary**

- Make Payment
- Bill/Payment History
- Adjustments History
- Payment Arrangement

**Account Information**

Customer: SOPHIA HARRIS

Account Number: 24738-0002

Service Address: 1325 29TH CT NW  
SALEM, OR 97304-3400

Account Balance: \$45.73 [\\$ Pay Now](#)

**Current Bill**

Current Charges: \$45.73

Charges Due: 01/14/2015

Bill Date: 12/20/2014 [View Bill](#)

**Last Payment**

Last Payment: \$53.60

Payment Received on: 12/15/2014

**Billing & Payment Options**

Auto Pay/ABP: Not Enrolled [\\$ Enroll](#)

Paperless: Enrolled [Change](#)

**Callout:** Click here to enroll in Automatic Bill Pay

**Contact Us**

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Service Hours: Monday-Friday: 8 a.m. to 5 p.m.

**Programs**

Donation Programs:

- Environmental Assistance
- Low Income Donation

Customer Assistance Programs:

- Low Income Utility Payment Assistance

**System Availability**

Utility Billing System will be unavailable every Saturday morning between 2:45 a.m. and 5:15 a.m. due to maintenance.

**Translate**