

IMPORTANT NOTICE

We are moving to a new customer portal

AutoPay Users

You will need to **re-enroll in AutoPay** on the new portal.

Not set up with AutoPay?

Enroll for automatic monthly payments through the new portal.

ACTION REQUIRED

Update Username to a Valid Email

Step 1:

1. Navigate to current portal log in screen.
 - a. Click “Didn’t receive confirmation instructions?”
 - i. Enter valid email address and account number found on your bill. (This email will be your new username for logging in).
 - b. Check your inbox (or spam folder) to confirm this email.
2. Log in to portal to verify.
 - a. If you cannot log in, contact customer support.



Instructions for setting up new username

Re-Enroll in AutoPay

Step 2:

1. Navigate to portal.munibilling.com
2. Log in to the new customer portal with the email that you set up in Step 1.
3. Navigate to “AutoPay” on left sidebar
4. Add payment information and select preferred payment method
5. Click “Enroll”



Instructions for re-enrolling in autopay