

City of Decatur – Automatic Payment Portal Sign-Up

Follow this step-by-step guide for assistance in navigating within the portal

Upon login, the home screen will show:

1. Upcoming Payments
2. Saved Payment Methods
3. Account Activity

Upcoming Payments:

1. View the date and amount due on your current bill as well as the date and amount on any automatic payment
2. Click “Manage Autopay” to edit your existing autopay
3. Click “Make a Payment” to make a one-time payment with a checking/savings account or a credit/debit card

Saved Payment Methods:

1. Click “Manage Autopay” to edit your existing autopay
2. Click “Add Payment Method” to add a new checking/savings account

Account Activity:

1. This will show your payment dates, amount paid and status of payment
2. Click on “View All Activity” to see:
 - a. Amount due versus amount paid
 - b. Payment confirmation numbers
 - c. Download a copy of your receipt

For questions or concerns, please contact Utility Customer Service at (217) 424-2841 from 8:00AM to 4:30PM, Monday through Friday