Citizen Action Center (CAC) – Frequently Asked Questions

Utility Billing –Utility Customer Portal

- Why should I create a Profile instead of doing a Guest Payment?

  When a customer creates a Profile, an email and password is used to allow access to the many features of the CAC, including the Utility Customer Portal, so that the utility billing accounts(s) can be linked to the Profile to save time each time a payment needs to be made. Additionally, a customer can save their credit card or eCheck for future payments and turn on the autopay feature, if allowed by the utility company.

- Where can I find my account number, billing name, and zip code?

  Customers can find their account number, billing name, and bill zip code on their utility bill printed or emailed.

- What do I do if I forget my password or am locked out of my account?

  If customers forget their password, they may utilize the "Forgot Password?" feature on the sign-in page. They should follow the prompts and ensure an updated password satisfies any required criteria.

- How do I set up recurring payments (autopay)?

  Customers may set up recurring payments (Autopay) by logging into their online Profile and selecting Manage Account/ Setup Autopay. If there is no previously stored payment method, one can be added to the Profile and Contact tab.