



Utility Accounts Payment Guide

Town of Bernalillo provides information to our Utility Water customers with guidance for time saving options to paying a bill and establishing an online account to assist in monthly bills and usage monitoring.

*If you have questions or concerns
on your utility water bill
contact the Utility Water Dept at 771-7120 or 771-7122*

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Town of Bernalillo is now providing your Utility Water Bill with

E-Bill Capability & Easy Pay by Phone

E-Bill

Now available online registered customers have the option to receive their Town of Bernalillo Utility Water Bills via email.

Customers can register online with their account information and choose the option to receive their utility bill by email and also have the option to receive paper bills.

Easy Pay by Phone

No computer access, Town of Bernalillo gives you access to your account 24 hours a day, 365 days a year. We provide a convenient option by phone to pay your bill on your own time – with no waiting!

\$1.25 service fee per transaction (fee will appear as separate charge on your statement). Call 866-367-4984 to make your payment over the phone today!

Save Time

- By paying your bill by phone or online
- Access your updated account instantly
- Hear real-time balances, payment amounts, and due dates
- Enter your information securely through an automated system
- Available options of print and email (or both) utility bill are available to choose from online account access

The Town of Bernalillo Utility Billing Department provides the following options to pay your Utility Water Bill:

Easy Pay by Phone

BRAND NEW!!! Pay utility bill by phone automated service! Access your account info 24/7. You'll need your account number and service address (both are listed on your bill). \$1.25 service fee per transaction (fee will appear as separate charge on your statement). Call 866-367-4984 to make your payment over the phone today!

Online

Access your account info 24/7 when you set up your Online bill pay option. You'll need your account number and service address (both are listed on your bill), as well as the amount of your most recent payment. There will be a \$1.25 service fee per transaction (fee will appear as separate charge on your statement). Visit WWW.TOBNM.GOV and click on "Online payments".

In-Person

Pay your bill in person at Town Hall at 829 S. Camino del Pueblo with one of our Utility Water Clerks. At the window, we accept cash, credit card , Money Order, & Checks (If checks/money orders are returned from bank, there will be an additional \$35 transactional fee added to account).

Drop Box

Drop off payment along with payment coupon with *account number* to the address listed on your utility bill at the outdoor drop box located just north of the main entrance at Town Hall (no cash please, check or money order only).

Mail

Place payment (check or money order) along with your payment coupon with your *account number* to the return address listed on your utility bill in the mail. This return address is the Town's automated bill and payment service located in Denver, CO. (If checks/money orders are returned from bank, there will be an additional \$35 transactional fee added to account).

Payments can also be mail directly to:

Town of Bernalillo
Attn: Utility Water Department
PO Box 638
Bernalillo NM 87004

PAY YOUR WATERBILL ONLINE!

HOW TO SET-UP AUTO-PAY

Here is what you'll need:

- **Your account number** (it's featured on your water bill)
- **Your last payment amount** (it's featured on your water bill)
- **An active email address** (on file with Utility Water Dept)

How to Sign Up:

- 1) Visit WWW.TOBNM.GOV and click on "Online Payments" - you'll be redirected to a new site
- 2) Select "Utility Billing" followed by "Sign in or Sign up" to create an account using your email address and login.
- 3) Once you've logged in, you'll have to confirm your water bill account - to do this, click on "Add Account" - enter your

(Required) Account Number

(Required) Last Payment Amount

then click the blue "Add Account" button

- 1) You should now be able to view your active account on the Utility Billing Home page - a check box should appear just right of the *Current Bill* column. *(if this check box is not on the page, you will have to wait for the next billing cycle to sign up for AutoPay)*
- 2) Click on "Enroll in auto pay" located on the top right side of page.
- 3) You will now be prompted to enroll your account. Click the "Enroll" button.
- 4) You must select the payment date which will be auto-drafted from your account - *Remember: your water/utility bill is due on the 10th of every month. We recommend selecting a date at least 5 days prior to the 10th. Payments received after the 10th of the month will have a late charge.*
- 5) Select and enter payment method and then click on "Enroll Now"

You're now enrolled! You can now edit your AutoPay for your account by clicking on "Manage AutoPay".

AFTER ENROLLING YOU WILL RECEIVE A CONFIRMATION EMAIL.

If you have questions or concerns about this

- or your utility water bill -

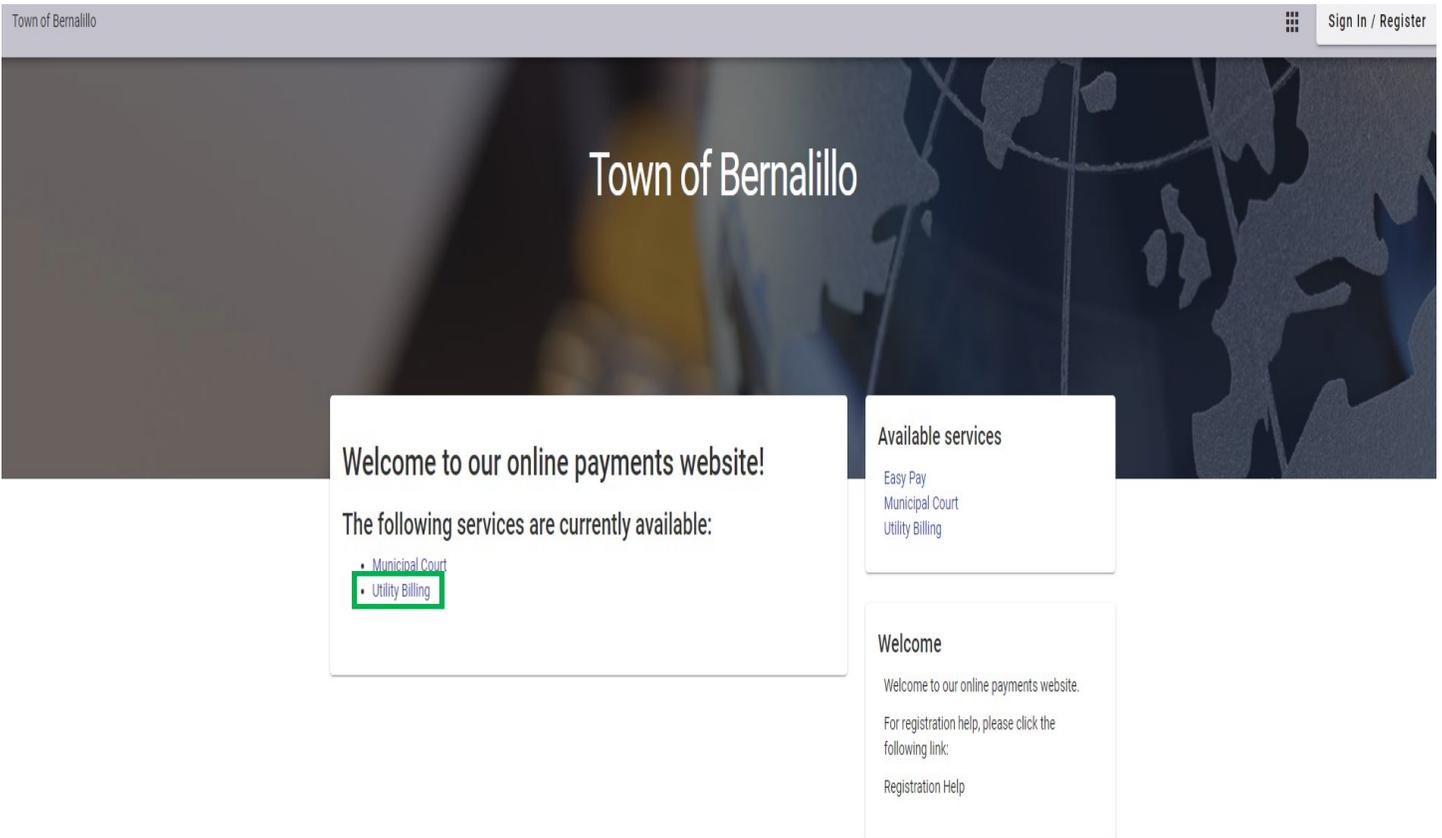
contact the Utility Water Dept at 771-7120 or 771-7122

1. Navigate to TOBNM.GOV

2. Under the town photo, click on [Online Payments](#)



3. On the next page, click [Utility Billing](#)



4. Click on “**Sign in or Sign up**” to set up your online account. *NOTE: Required information includes the **account number** and **last payment amount** for set up.

(Optional) To make a one time payment rather than establish an account, choose **Quick Pay**.

Town of Bernalillo Utility Billing Sign In / Register

Town of Bernalillo Utility Billing



Quick pay

Just need to pay your bill? Click quick pay below. You'll need your account number. No login necessary.

[Quick pay](#)



Sign in or sign up

Create an account to view details, manage single & multi-accounts, multi-bill pay, and e-Billing.

[Sign in or sign up](#)

Announcement

Office Hours are Monday through Friday from 8am to 4:30pm.

If this is your first visit to this site, you will be asked to add an account by entering in an account number and amount of last payment.

Contact us

(505) 771-7120

[Contact us](#)

account.municipalonlinepayments.com/Account/Login?ReturnUrl=%2Fconnect%2Fauthorize%2Fcallback%3FClient_id%3Dwww.municipalonlinepayments.com%26redirect_un%3Dhttps%253A%252F%252Fwww.municipalonline...



Town of Bernalillo

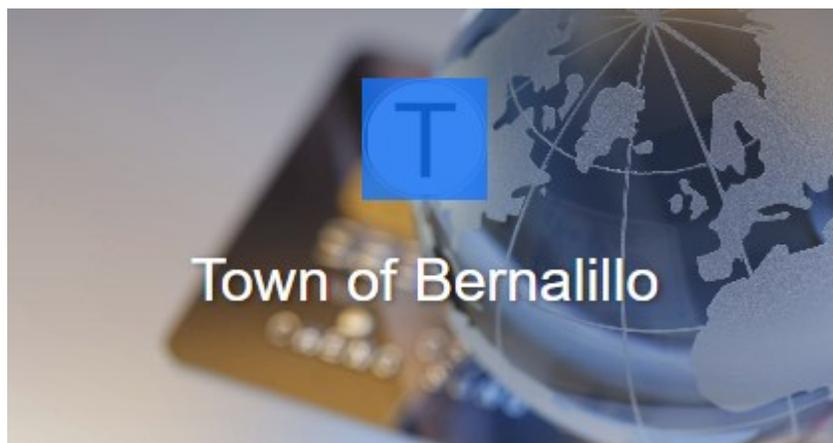
Login

[Login](#)

[Forgot password?](#)

Don't have an account? [Register](#)

6. Enter the email address and a password that will be used for access the account to continue with account set up. Then click **Register** once all the information is entered.



Register

Email required

Password required

Confirm Password required

Name

Phone number

Already have an account? [Login](#)

7. A notification will appear stating an email has been sent to the email address requesting confirmation.

8. In the email address provided there will be an email from noreply@municipalonlinepayments.com with the subject New Account Registration that states to click here to **Activate Account**

7.



Town of Bernalillo

Login

An email has been sent to ×
Example: email@domain.com
regarding your account

[Forgot password?](#)

Don't have an account? [Register](#)

8.



Town of Bernalillo

New Account Registration

Welcome to Municipal Online Services! You're receiving this email because you registered an account online. If you did not request this account, please disregard this email.

To activate your account please click the button below:

[Municipal Online Services - Login](#)

9. The screen will be redirected to this page. Please enter the account information and click **Login** button.



Town of Bernalillo

Login

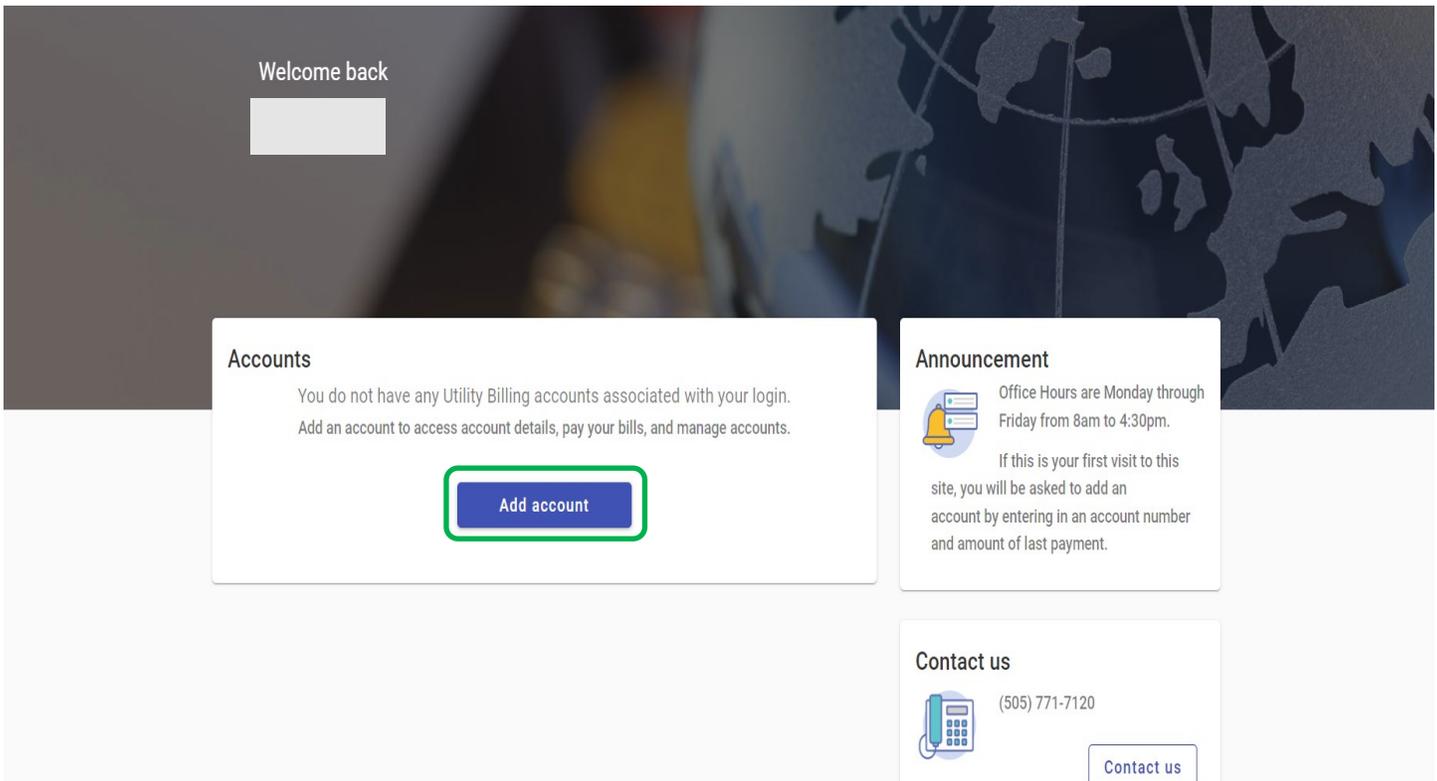
Your account has been activated. You may now login.

Login

[Forgot password?](#)

Don't have an account? [Register](#)

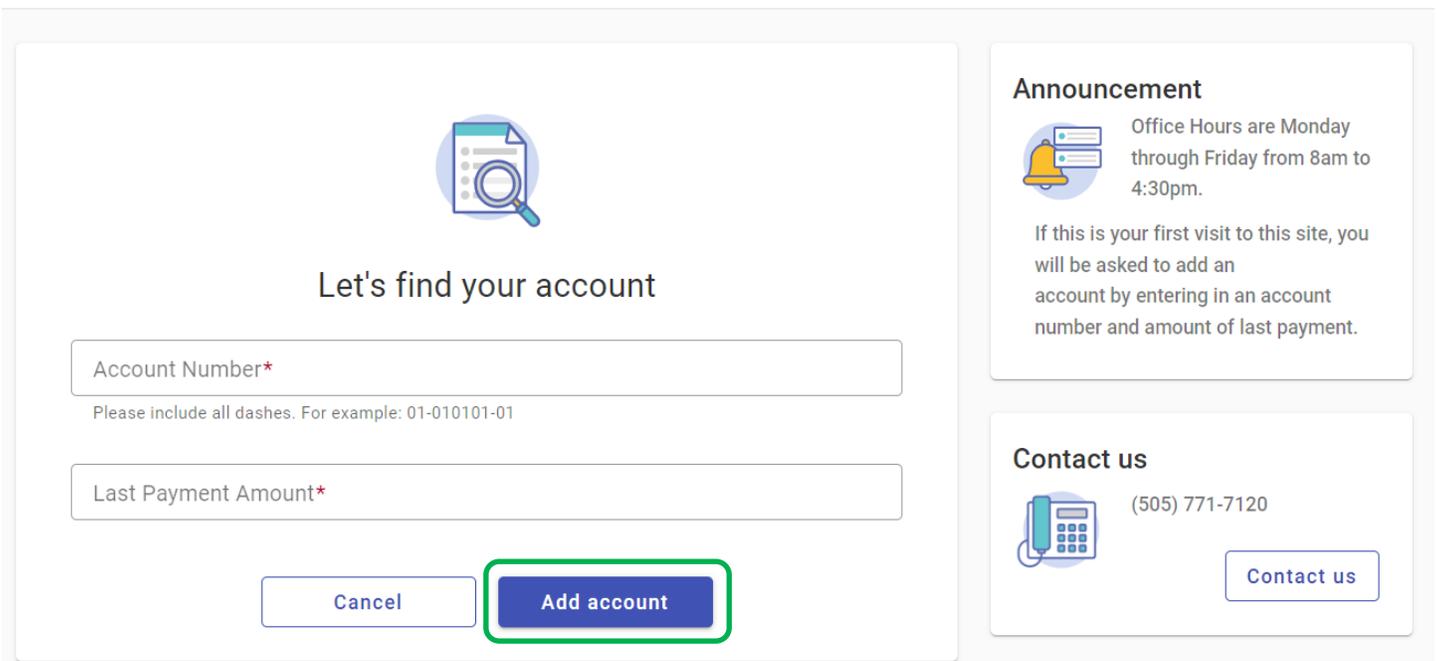
10. When entering the account for the first time, a message stating “You do not have any Utility Billing accounts associated with your login” will be displayed. Click on **Add Account**



11. On the next screen, enter your account number and last payment amount before clicking **Add Account**

***Note:** If you do not have your account number and last payment amount please contact the Utility Department at (505)771-7120 or (505)771-7122.

← Add account



12. Your account information will now appear on screen. You will now be able to select from Pay now or Enroll in auto pay to submit payments.

1. **Pay Now**: This will make a one time payment on the account today

2. **Enroll in Auto Pay**: This establish automatic recurring payments on the date of choice

13. To set up recurring payments, click on **Enroll in Auto Pay**

The screenshot displays the 'Town of Bernalillo Utility Billing' website. The header includes the town name and 'Utility Billing'. A left sidebar contains navigation links: Home, Manage accounts, Account detail, Transactions, Consumption, Service requests, and Contact preferences. The main content area features a 'Welcome back' message, a blurred account ID, and a 'Your current credit balance is' field. Two prominent buttons are visible: a blue 'Pay now' button and a white 'Enroll in auto pay' button with a hand icon. A green arrow points to the 'Enroll in auto pay' button, and a blue arrow points to the 'Pay now' button. Below these are three informational cards: 'Last payment' with a 'Thank you!' message and a link to 'All transactions'; 'Current bill' with a 'Current bill' title and a green 'Active' status; and 'Announcement' with a bell icon and text about office hours (Monday through Friday from 8am to 4:30pm) and a note for first-time visitors to add an account.

14. To establish recurring payments you must first select a date from the **drop down menu**. Next you will need to select either **Credit Card** or **Echeck** payment method.

15. After selected information has been entered you will need to click on the **Enroll Now** button as this will save your information for your auto pay.

**Remember: your water/utility bill is due on the 10th of every month. We recommend selecting a date at least 5 days prior to the 10th. Payments received after the 10th of the month will have a late charge.*

Town of Bernalillo Utility Billing

Home

Manage accounts

Account detail

Transactions

Consumption

Service requests

Contact preferences

Enroll in auto pay

Information: By enrolling in Auto Pay, you understand that your account will automatically be drafted on the same day every month. We recommend you pay 5 days before your expected due date. If you schedule your payment after it is due, you may incur a late penalty that, if left unpaid, will result in disconnection of service.

Announcement: Office Hours are Monday through Friday from 8am to 4:30pm. If this is your first visit to this site, you will be asked to add an account by entering in an account number and amount of last payment.

Contact us: (505) 771-7120

Payment day: I want my payment to draft on this day every month. **Payment day** dropdown menu.

Payment Method:

- Enter new Credit card
- Enter new eCheck

Card number

MM YYYY

Cardholder name

Address

Billing ZIP code Security code

Cancel Enroll now

Email Reminders

Accounts will also have the option to establish email reminders for various options by clicking on **Contact preferences** setting. If you don't see this option click on the **Triple bar** located on the top left corner. Please verify information is current as all requests will be sent to email on file. Finally click on the **Update** button to save any changes made.

Utility Billing

Home | Manage accounts | Account detail | Transactions | Consumption | Service requests | **Contact preferences**

Contact preferences

Sign up for e-Billing
Please enter in the email address below that you would like your utility bill sent to. Once you click on the submit button a confirmation email will be emailed to you.
To make sure you receive your bill each month please add our email address (---@---com) to your email contact list. Thank you for signing up for e-bills.

Email

Mail paper copy

Reminders

Email reminders

Bill reminders

- New balance
- Prior to bill due date

Auto Pay reminders

- Successful payment
- Drafted payment
- Payment method updated

Update

Pay now

Announcement
Office Hours are Monday through Friday from 8am to 4:30pm.
If this is your first visit to this site, you will be asked to add an account by entering in an account number and amount of last payment.

Contact us
(505) 771-7120
Contact us