



# HELP?

## How to enroll in Auto Pay

**IMPORTANT:** City of Modesto Utility account must be paid in full prior to enrollment in Auto Pay. If account is not paid in full a double bill will draft and late fees will apply.

Click, Auto Pay > click, Enroll > Select the payment method you would like to use either ACH (checking and/or savings account), or credit card (Visa, MasterCard or Discover). You can also select from your digital wallet.

**Add ACH:** Select your payment method from the drop down menu either checking or savings. Then add your bank routing number and bank account number > click, continue.

**Add Credit Card:** Fill in all information requested then > click, continue > you will then be prompted to confirm your credit card information once verified > click, continue.

Terms and Conditions page will display once reviewed > click, accept then ok.

**A confirmation email will be sent notifying you of your successful activation.**

## How to manage your Auto Pay recurring account

**First you must call Customer Service at 209-577-5395 to have your pending recurring payment removed from our system.**

### **To change auto pay if linked to a credit card >**

Click, Auto Pay > Modify Enrollment > Select Modify Current card, Enter New Credit Card or Choose from your wallet > then enter updated credit card information > then click, continue.

Now you will review over credit card information and click, continue.

Terms and Conditions page will display once reviewed > click accept then ok.

**To change auto pay if linked to ACH >** Click, Switch to ACH > Click on continue > a message will

pop up advising you your recurring payment configuration has been successfully disabled>click continue > Click Other ACH> Select account type>Enter Route Number>Enter Account number>click on Continue. Confirm ACH information>click on continue or edit to make corrections.

Terms and Conditions page will display once reviewed>click accept then ok. Enrollment status page will display notifying account has been enrolled>click ok.

**IMPORTANT NOTE: Modifying your Digital Wallet does NOT update your AutoPay banking information.**

## How to un-enroll

**First**, you must call Customer Service at 209-577-5395 to have your pending recurring payment removed from our system.

Pending payments may only be removed 14 days prior to its scheduled draft date.

*This will NOT un-enroll you from Auto Pay you will need to complete the second step below.*

**Second**, you will need to Log In to our ePay system and un-enroll in Auto Pay.

Click > Auto Pay, Click> Disable, Click> Continue, Click> Ok

You will then see a message that reads “Your account is Currently Not Enrolled”

## When will my first payment be withdrawn?

Payment will be processed for withdraw on the due date of your **next** billing cycle for the amount shown on bill.

**\*\*\*WARNING TO PREVENT DISCONNECT: IF YOU HAVE AN OUTSTANDING BALANCE PLEASE MAKE A ONE TIME PAYMENT TO BRING YOUR ACCOUNT CURRENT PRIOR TO ENROLLING IN AUTOPAY\*\*\***