What is PayerExpress?
PayerExpress is a website that you can use to securely view and pay your bill online.

Do I need to enroll in PayerExpress to make a payment?
No, you do not need to enroll to make a payment. You can make a payment using "Pay Now," which allows you to make a one-time payment.

What information do I need to enroll?
You will need your unique identifier and second identifier.

How do I enroll?
From the Payment Center home page, enter your unique identifiers in the Enroll section and click on the "Enroll" button. This will take you through the enrollment process, where you will be asked to provide basic contact information, choose your security settings and enter the basic banking information that will be used to pay your bill.

When you have completed the enrollment process, an activation email will be sent to you to confirm and activate your account. Once activated, you can log in and start managing your account online.

How do I view my statement and make a payment after I have enrolled?
Once logged in, select "Pay My Bills" on the main menu screen. On this screen the statement can be viewed by clicking the magnifying glass on the right-hand side. To pay, click the check mark to turn it green on the left-hand side."

You can pay the full amount or type the amount you want to pay in the "Payment Amount" box. If the "Pay Date" is correct, click "Continue." You can change the date by clicking the calendar icon to the right of the "Pay Date" box. Select the date you want to pay, then click "Continue." On the following page, verify the payment information, agree to the Terms and Conditions and click "Pay."

Will I be able to view bills from previous months?
Bills will be available to view and track via the Payment Center for up to two years, allowing you to track past payments and compare current bills to previous bills.

Can I set up recurring payments?
If you are enrolled in the system, you or a customer service representative can set up recurring payments. If you are not enrolled in the system, you cannot set up recurring payments.

How do I set up a recurring payment?
Once logged in to PayerExpress, select the "AutoPay/Recurring Payments" tab on the top of the screen. Select "Create New Recurring Payment" to set up a new recurring payment or "Edit/Delete" to edit a current recurring payment. If you are creating a new recurring payment, fill out the information that is required.

You can have a reminder email sent a few days before the payment is processed. If you'd like that email, check the box next to "receive a reminder email ___ days in advance". Fill in the number of days in advance you would like to receive this email.

You must agree to the terms and conditions by clicking the "I Agree" button. To finalize the payment, click "Submit".

How will I know if a payment made through PayerExpress has been successfully processed?
Once you have completed a transaction via PayerExpress, you will receive an email informing you the payment is being processed. The email will also indicate when the payment will be deducted from your bank account and when it will be posted to your account. The email will provide a confirmation number, which can be used to track your payment through the PayerExpress website.

How do I update my account financial information?
To update your profile, log into PayerExpress and click under your name in the upper right-hand corner. Select "Payment Accounts." To edit the payment account, find the account you would like to edit and click the pen. Enter in the correct account information and click "Update."

To delete a payment method, click the trash can. A box will come up asking if you would like to delete this payment method. Select "Yes."

How do I update my PayerExpress password?
To update your password, log into PayerExpress and click under your name in the upper right-hand corner. Select "Change Password." You will be asked to enter in two security questions that you answered when you first created your account.

You will need to enter your current password and then your new password (twice), Once you have entered data in each of the required fields, click the "Change Password" button. A "Password Successfully Changed" message will appear on the screen confirming that your password has been successfully changed.

How do I reset my password if I have forgotten it?
At the login screen, type your login ID and click the link "Password Help." On the next screen, type your login ID and email address you used when you enrolled.

You will receive a temporary password via email. Use the temporary password to log in. The system will prompt you to change your password.

What do I do if I forget my security answers or I am locked out of my account?
Contact us.