

CITY AND BOROUGH OF SITKA

Instructions for Online Utility Portal

Enrolling Your Utility Account in Automatic Payments (Autopay)

Step 1: Go to the Payment Website

<https://www.municipalonlinepayments.com/cityandboroughofsitkaak/utilities>

Step 2: Sign In to Your Profile

You must have an online profile in the utility portal to enroll in autopay.

Step 3: Click “Enroll in Auto Pay”

From your profile dashboard, click “Enroll in Auto Pay.”

The screenshot shows the 'Utility Billing' dashboard. On the left is a navigation menu with options: Home, Manage accounts, Account detail, Transactions, Consumption, and Contact preferences. The main content area features a 'Welcome back' message for 'CBS Accounts Payable' with a current balance of \$0.00 due 8/6/2025 and a 'Pay Now' button. To the right, three action buttons are visible: 'Pay bills', 'Enroll in auto pay' (highlighted with a red arrow), and 'Schedule payment'. Below these are three summary cards: 'Last Payment' (\$1,886.26 paid 7/8/2025), 'Current bill' (\$1,886.26 billed 7/7/2025, Active), and 'Utility Office Hours' (Monday-Thursday 9:00am-4:00pm, Friday 10:00am-4:00pm). At the bottom, there is a 'Contact us' button and a bar chart comparing utility usage from August 2023 to July 2024 (blue bars) and August 2024 to July 2025 (green bars).

Day	Hours
Monday - Thursday	9:00am - 4:00pm
Friday	10:00am - 4:00pm

Month	Aug 2023 to Jul 2024	Aug 2024 to Jul 2025
Aug	3000	6000
Sep	4000	3500
Oct	7000	6000
Nov	10000	9000
Dec	11000	12000
Jan	12000	12500
Feb	13000	12000
Mar	11500	18500
Apr	13000	13500
May	7500	13000
Jun	7000	11000
Jul	5500	10500

Step 4: Select Your Utility Account

Click the “Enroll” button next to the utility account you want to set up for automatic payments.

Tip: If you have multiple utility accounts linked to your profile, you can choose to enroll just one or all of them.

The screenshot shows the 'Manage auto pay' interface. On the left is a navigation menu with options: Home, Manage accounts, Account detail, Transactions, Consumption, and Contact preferences. The main content area is titled 'Manage auto pay' and contains a 'Not enrolled' section for the utility account '402 LAKE ST SEN CTR'. The account details show a balance of \$0.00 and a due date of 8/6/2025. A blue 'Enroll' button is positioned to the right of the due date, with a red arrow pointing to it. To the right of the account details are two informational boxes: 'Utility Office Hours' (Monday - Thursday: 9:00am - 4:00pm, Friday: 10:00am - 4:00pm) and 'Contact us' (with a 'Contact us' button).

Step 5: Choose Your Payment Method

Select your preferred payment method:


- Credit/Debit Card
- eCheck - Payment will be securely withdrawn from your bank account, like a digital check.

The screenshot shows the 'Enroll in auto pay' interface. The navigation menu is the same as in the previous screenshot. The main content area is titled 'Enroll in auto pay' and contains an information box stating: 'By enrolling in Auto Pay, you understand that your account will automatically be drafted on your bill due date. Any payments made prior to your bill due date will be reflected in the balance drafted.' Below this is the utility account '402 LAKE ST SEN CTR'. The 'Payment day' section states: 'Your payment will draft on your bill due date. Your first draft will be 8/6/2025.' The 'Payment method' section has two radio button options: 'Enter new credit card' and 'Enter new eCheck', both of which are pointed to by red arrows. At the bottom of the form are 'Cancel' and 'Enroll now' buttons, with a red arrow pointing to the 'Enroll now' button. To the right are the same 'Utility Office Hours' and 'Contact us' boxes as in the previous screenshot.


Step 6: Enter Your Payment Information

Fill out your payment details, then click “**Enroll Now**”

Your payment will be automatically drafted for the **full balance due** on your bill’s due date.

 Utility Billing

Enroll in auto pay

 By enrolling in Auto Pay, you understand that your account will automatically be drafted on your bill due date. Any payments made prior to your bill due date will be reflected in the balance drafted.

402 LAKE ST SEN CTR XXXXXXXXXX2

Payment day
Your payment will draft on your bill due date.
Your first draft will be **8/6/2025**.

Payment method

Enter new credit card

Enter new eCheck

Card number

MM

YYYY

Cardholder name

Address

Billing ZIP code

Security code

Utility Office Hours:
Monday - Thursday:
9:00am - 4:00pm
Friday: 10:00am - 4:00pm

Contact us
