

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 displays the 'Utility Billing' portal. On the left is a navigation menu with links: Home, Manage accounts, Account detail, Transactions, Consumption, and Contact preferences. The main content area has a blue header with 'Welcome back' and 'CBS Accounts Payable'. Below this, it states 'Your current balance is \$0.00' and 'Due 8/6/2025', with a 'Pay Now' button. To the right of the main content are three buttons: 'Pay bills', 'Enroll in auto pay' (highlighted with a red arrow), and 'Schedule payment'. Below the main content are three sections: 'Last Payment' (\$1,886.26 paid 7/8/2025), 'Current bill' (\$1,886.26 billed 7/7/2025, Due 8/6/2025), and 'Utility Office Hours' (Monday - Thursday: 9:00am - 4:00pm, Friday: 10:00am - 4:00pm). At the bottom is a 'Contact us' section with a 'Contact us' button. A bar chart at the bottom compares utility usage for 'Aug 2023 to Jul 2024' (blue bars) and 'Aug 2024 to Jul 2025' (green bars) across months from Aug to Jul.

Month	Aug 2023 to Jul 2024	Aug 2024 to Jul 2025
Aug	3000	6000
Sep	4000	3000
Oct	7000	6000
Nov	10000	9000
Dec	11000	12000
Jan	12000	12000
Feb	13000	12000
Mar	12000	18000
Apr	13000	14000
May	7000	13000
Jun	7000	11000
Jul	5000	10000

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 'Utility Billing' dashboard. On the left is a sidebar with links: Home, Manage accounts, Account detail, Transactions, Consumption, and Contact preferences. The main area is titled 'Manage auto pay'. It features a 'Not enrolled' section for account 001 at 402 LAKE ST SEN CTR, with a balance of \$0.00 and a due date of 8/6/2025. An 'Enroll' button is next to the due date, highlighted by a red arrow. To the right, there are sections for 'Utility Office Hours' (Monday-Thursday 9:00am-4:00pm, Friday 10:00am-4:00pm) and 'Contact us' with a 'Contact us' button.

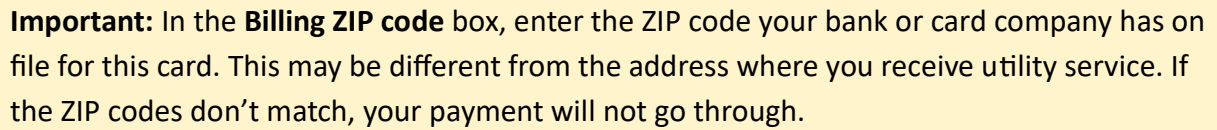
Step 5: Choose Your Payment Method

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' page. It includes a disclaimer about automatic drafting. The account 402 LAKE ST SEN CTR is listed with a payment day of 8/6/2025. Under 'Payment method', there are two radio button options: 'Enter new credit card' and 'Enter new eCheck', both highlighted by red arrows. At the bottom are 'Cancel' and 'Enroll now' buttons, with the 'Enroll now' button also highlighted by a red arrow. The right sidebar contains 'Utility Office Hours' and 'Contact us' information.

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



Use the ZIP code your bank has for this card.
(See note above)