

CITY AND BOROUGH OF SITKA

Instructions for Online Utility Portal

Making a Payment Without a Profile

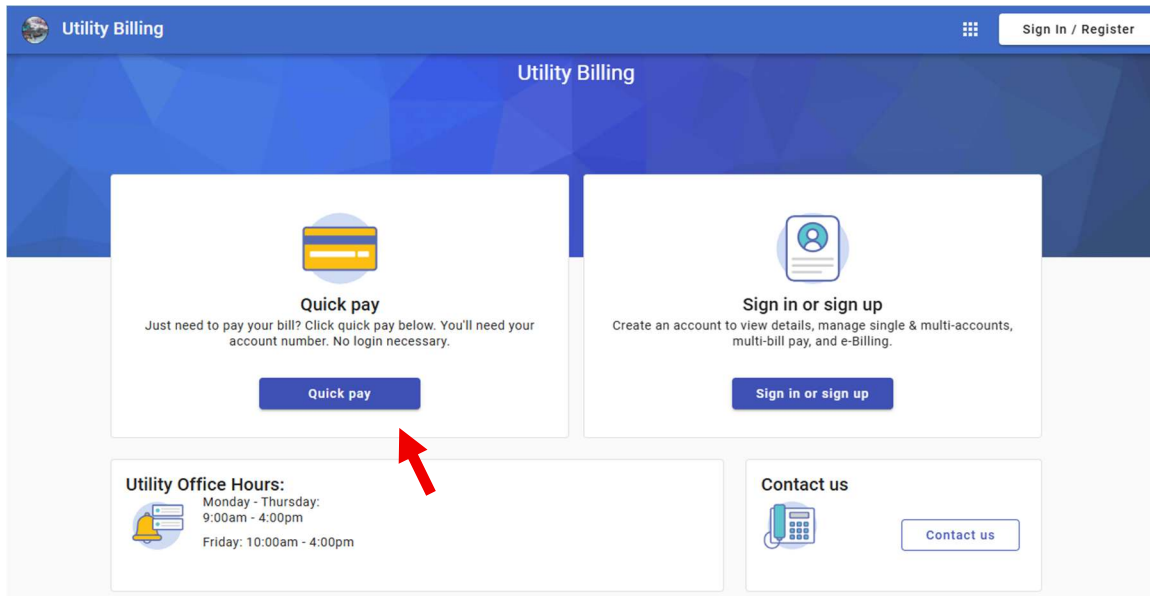
Step 1: Go to the Payment Website

Open a browser and navigate to:

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

Step 2: Click “Quick Pay”

On the homepage, select the “Quick Pay” option to begin.



Step 3: Enter Your Account Information

Type your **Account Number** and **Name** exactly as they appear on your utility bill, then click “Find Bill.”

A screenshot of the 'Let's find your account' form on the Utility Billing website. The form has a blue header with the 'Utility Billing' logo. The main content area is white with a blue border. It contains two input fields: '* Account Number' and '* Name on Bill'. Red arrows point to both fields. Below the fields is a 'Find bill' button, also pointed to by a red arrow. There is a 'Cancel' button to the left of the 'Find bill' button. At the bottom of the form is a link that says 'Sign in to manage account'. To the right of the form are two sections: 'Utility Office Hours' with a bell icon and 'Contact us' with a phone icon and a 'Contact us' button.

Step 4: Enter Your Payment Amount

Enter the amount you'd like to pay, then click "**Continue.**"

You can make a full payment, partial payment, or pay extra.

Tip: Double check that your account number and address match your bill before continuing.

  **Utility Billing**

 **Make a Payment**

 **001**
402 LAKE ST SEN CTR

Due
8/6/2025

Balance
\$0.00

Payment amount
100.00

Subtotal \$100.00

Cancel

Continue

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

Contact us


Contact us

Step 5: Enter Your Email & Choose Payment Method

Provide an email address to receive your payment confirmation.

Then choose a payment method:

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- eCheck - Your payment will be securely withdrawn from your bank account, like a digital check

 **Select a payment method**

Payment method

 You're not currently logged in. If you would like to use a previously saved payment method, [Login](#)

Email

☐ Enter new credit card

☐ Enter new eCheck

Cancel

Submit payment

 **Payment details**

Current balance

Payment amount

Total

\$0.00

\$100.00

\$100.00

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

Contact us


Contact us

Updated October 2026

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Step 6: Enter Your Payment Information

Fill out your payment details, then click “**Submit Payment**”



Important: In the **Billing ZIP code** box, enter the ZIP code your bank or card company has for this card. This may be different from the address where you receive utility service. If the ZIP codes don't match, your payment will not go through.

Utility Billing

← Select a payment method

Payment method

You're not currently logged in. If you would like to use a previously saved payment method, [Login](#)

Email
youremail@domain.com

☒ Enter new credit card

→ Card number

→ MM

→ YYYY

→ Cardholder name

→ Address

→ Billing ZIP code

→ Security code

☐ Enter new eCheck

Cancel

Submit payment

Payment details

Current balance	\$0.00
Payment amount	\$100.00
Total	\$100.00

Utility Office Hours:

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

Contact us

Contact us

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