Utility Billing Online Payment System FAQs

Why did the City switch to a new utility billing system?
In 2024 the City switched over to a new financial management system called Springbrook. This switch also included converting the utility billing system in April of 2025. In order to improve efficiencies within the program, the payment processor was switched. The switch eliminates the need for manual processes that were common with the former payment processor and billing system. Changing our online utility billing payment processor over to Xpress Bill Pay allowed for a seamless transition and integration with the utility billing program. Xpress Bill Pay also provides benefits to users that were not available under the old payment system.

What are the benefits of using this new system?
Benefits through Xpress Bill Pay include many new and enhanced features like full bill presentation, paperless billing, billing history, autopay, stored payment info, email notifications, text notifications, payment by text, and more. Xpress Bill Pay also allows both users and city employees to see a payment has been submitted and is pending in the system immediately after it has been made.

Is this new system costing citizens more money?
This new system is saving both the City and citizens money. The cost that the City's enterprise fund paid in 2024 to accept credit card fees was $71,104.00. We will no longer be paying this fee. In addition, we save money by using a 3rd party to handle lockbox payments and printing of bills. In 2024, the cost to process the lockbox payments and the printing of bills totaled $41,805.50. If this was handled in-house we would need to add not only staff but equipment, thus far exceeding the amount we pay using a 3rd party vendor.

Has anything changed on my account?
Yes, your account number has changed, it is now 9 digits. The new format is 001234-000. Our remittance address has also changed to P.O. Box 522, Pleasant Grove, UT 84062-0522.

Why is the remittance address in Utah?
The utility billing processor we use for our lockbox changed so the remittance address changed from Denver to Utah.

Why can't all utility bills be mailed directly to the city for city employees to process?
We use a processing service for credit cards and mailed-in payments as we receive over 9,000 payments a month and we have 2 utility billing employees. Our local employees manually enter and physically deposit the payments that are submitted in person at City Hall or are dropped off at either of our two drop-box locations outside of City Hall.

How can I avoid paying any convenience fees imposed by credit/debit card payments?
You can pay via cash or check at City Hall. You can also set up autopay from either your own banking institution if they offer free autopay service or you can set up autopay through our utility billing specialists at City Hall.

If I set up autopay, do I also need to make a payment this month?
Typically, if your autopayment authorization is received by Utility Billing by the 15th of the month, the payment will automatically come out on the 20th of the month. Due to the volume of new signups this month, we are suggesting that a payment be made.

Who do I contact if I am having trouble setting up my Xpress Bill Pay account.
Please contact Xpress Bill Pay through their online support form at
https://xpressbillpay.com/contact