



**CITY OF
FAYETTEVILLE
ARKANSAS**

Beginning August 30th, 2019, the City of Fayetteville Utility Billing department will begin migrating all online credit and debit card utility bill payments to a new payment website.

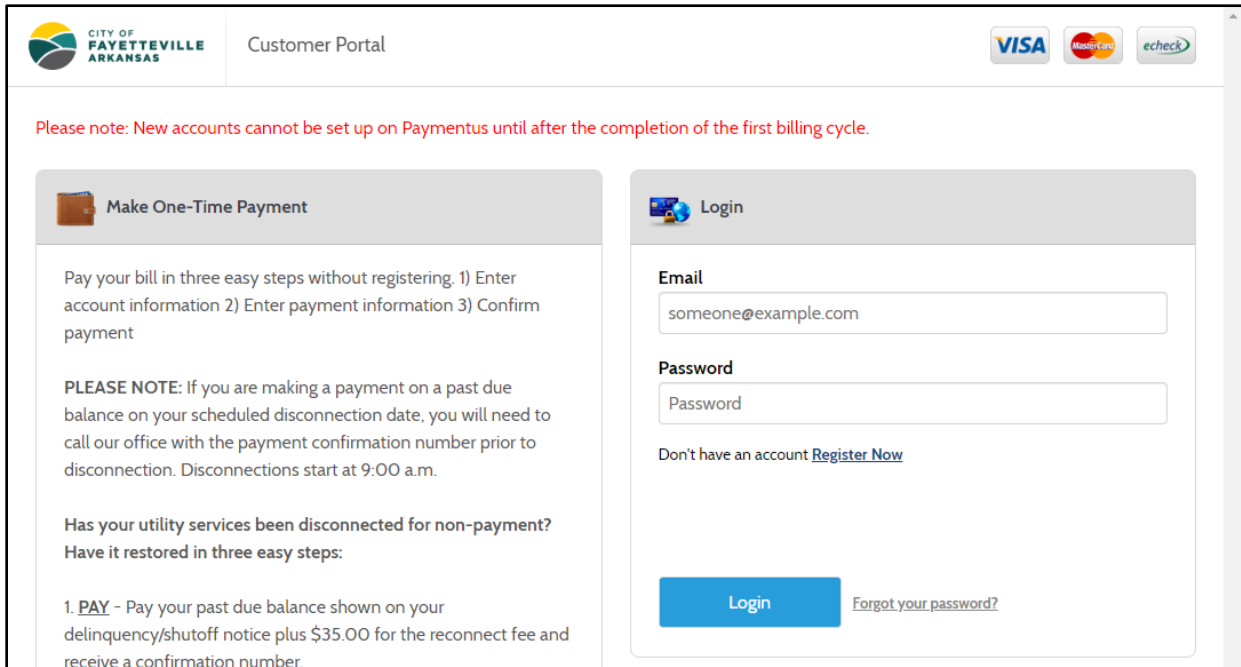
Online eCheck payments will no longer be an option on the new payment website, however, you may sign up for ACH Bank Draft using the form available at <http://fayetteville-ar.gov/utilities> if you wish to continue paying by check.

Current users of the Utilities Customer Portal will need to disable their scheduled payments when signing up for scheduled payments on eUtility.

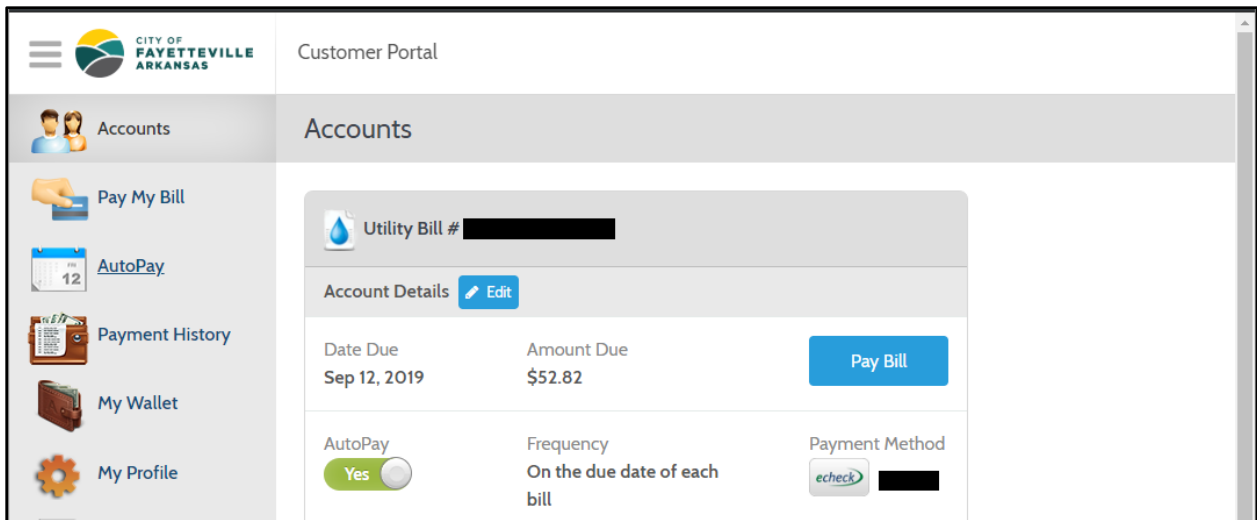
Scheduled Payments on the Utilities Customer Portal and access to the Utilities Customer Portal will automatically be disabled as of December 2nd, 2019.

A screenshot of a website interface. At the top, a light blue box contains the text: "utility bill either by making a one-time payment or utilizing recurring debit/credit card payments, and view past bills. You may also sign up for paperless billing." Below this are two main buttons. The left button is dark green with yellow text: "eUtility", "CLICK HERE TO SET UP YOUR E-UTILITY USERNAME AND PASSWORD, OR TO PAY YOUR BILL USING THE NEW E-UTILITY SYSTEM". The right button is dark grey with yellow text: "To pay using the City's previous Utility Customer Portal, CLICK HERE. This system will be DISABLED after December 1, 2019." At the bottom, there is a section titled "Automatic Bank Drafts (ACH)" with a link to a form and a footer note: "In Person or by Mail: Utilities Financial Services, City Hall, 113 West Mountain Street, Fayetteville, AR 72701".

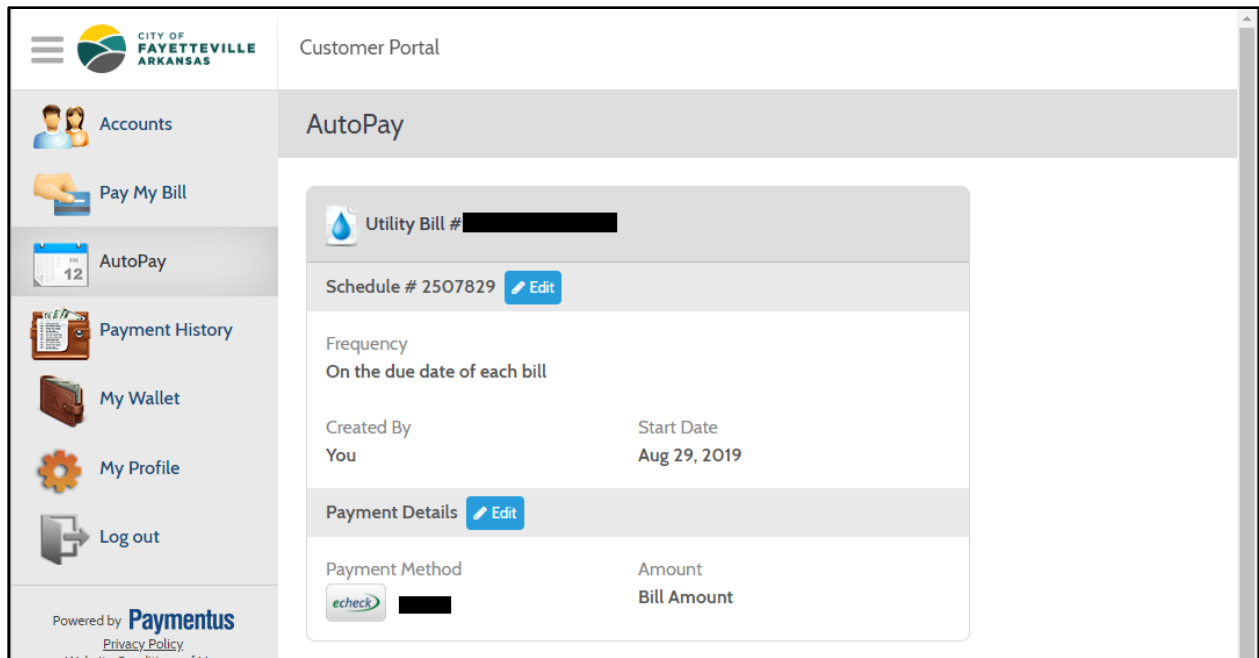
To disable your scheduled payment in the Utilities Customer Portal, please visit <http://fayetteville-ar.gov/payutilitybill> and click on the link labelled To pay using the City's previous Utility Customer Portal.



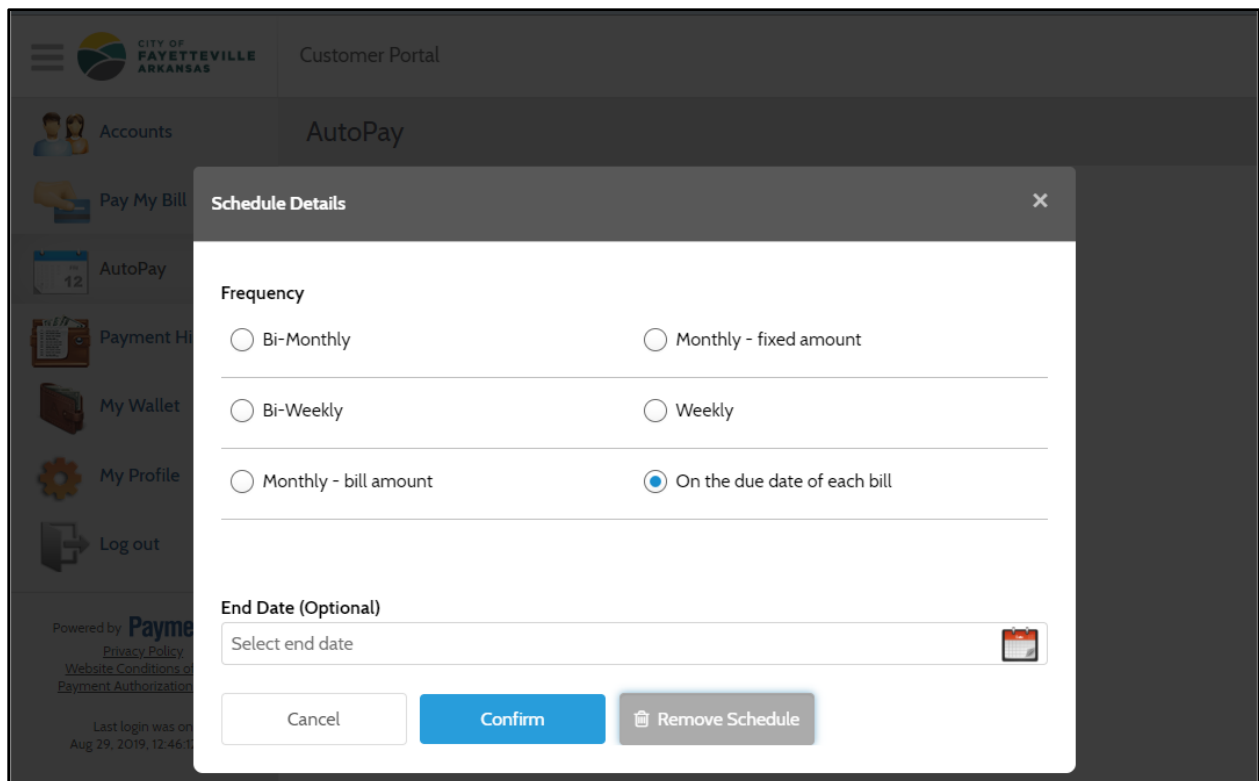
Sign in with your Email address and Password. Once you are logged in, you will be sent to the Accounts page of the Utilities Customer Portal.



Click on the AutoPay link on the left side of the window to view your scheduled payment settings.



In the *Schedule #* section, click on the Edit button to view the details of your scheduled payment.



Click on Remove Schedule to remove the scheduled payment. You will receive a confirmation message. Click Confirm.

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eUtility
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TO SET UP YOUR
E-UTILITY USERNAME
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OR
TO PAY YOUR BILL
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Automatic Bank Drafts (ACH)

To set up automatic payments made directly from your bank account, [fill out the ACH form \(available here\)](#) and submit it, along with a voided check, to the Utilities Financial Services Division. You may submit these materials in person, by mail, via fax, or scan the documents and send them by email.

• In Person or by Mail: Utilities Financial Services, City Hall, 113 West Mountain Street, Fayetteville, AR, 72701

With your scheduled payment in Utilities Customer Portal now disabled, you can sign up for scheduled credit or debit card payments using eUtility by visiting <http://fayetteville-ar.gov/payutilitybill> and clicking on the [eUtility](#) link.

If you have any questions or concerns, please contact the City of Fayetteville Utility Billing department by phone at (479) 521-1258, by email at utilitybill@fayetteville-ar.gov, or by visiting our office Monday to Friday, 8AM to 5PM at 113 W Mountain Street, Fayetteville AR, 72701.