



City of Lorain Utility Department Online Billing System

The City of Lorain Utility Department is pleased to announce our partnership with Paymentus for online and voice bill payments. Several new features are offered with the new payment system:

- Create one user account to manage multiple Utility Department accounts
- AutoPay
- Schedule payments
- Manage payment methods
- Pay by E-Check, Debit or credit cards
 - Credit Cards accepted – Visa, Master Card, American Express and Discover
- Payment validation/receipt through email.

The web payment site can be accessed by clicking on the “Pay Utilities Online” at the bottom of the City’s web page, www.cityoflorain.org. The voice payment system can be accessed by calling (440)204.2500 option 2.

Paymentus Online Bill Payment Instructions

Create an Online Account

- Select “Register Now”
- Fill in the form
- Select on “Enroll”



Select Add Account

- Enter you City of Lorain 11 digit account number including the dash as follows: 99999999-999
- Select an account Alias for this account – something to help you identify the account(like an address), helpful if you have multiple accounts
- Read and agree to Paymentus Terms
- If you agree to Terms, select “Add Account”
- You can add multiple utility account to one User Account

Make a One-Time Payment

- Select “Pay my Bill”
- Select your Account
- Select “Continue”

Schedule Recurring Payments

- Go to “Auto Pay”
- Add Schedule
- Select Utility Bill Account Number
- Continue

Cancel Online Autopay

- Go to “Auto Pay” section
- Click on pencil symbol beside “Schedule Details”
- Click on “Remove Schedule”

Change your Credit Card Information

- Go to “My Wallet” section
- Click on “Edit” beside the method of payment you would like to update or remove
- Enter updated information and click on “Confirm”
- To Remove payment method entirely, click on “Remove Payment Method”

Remove Accounts

- Go to “Accounts” section
- Click on pencil image besides “Account Details”
- Click on “Remove Account”

Account Number

Your account number will change if you move or the home sells, it is your responsibility to deactivate the online bill when you move out

Problems

If you experience problems with the Paymentus online payment system, please email customer service (customer@paymentus.com) or call Paymentus at 800.420.1663

Questions

Questions pertaining to your utility bill should be directed to the City of Lorain Utility Billing Department (440)204.2500 option 3