

To Register Online at [cityofpt.merchantransact.com](http://cityofpt.merchantransact.com)

Go to Sign-Up on Login-In Page

Click on “Sign Up” to create a profile online

City of Port Townsend, WA

360-385-3000  
ptutilities@cityofpt.us

**Welcome to the City of Port Townsend's New Online Payment Portal! You can now view your current bill, due January 20.**

**For more information about CivicPay and utilities, visit our [utility website page](#).**

**[Read the 2025 Utilities Newsletter.](#)**

Welcome

LOGIN

Email  
This field is required

Password  
This field is required

Remember Me

LOG IN

[Forgot Password?](#)

**Sign Up**  
Don't have an account? Save payment info for future use.

One Time Payment  
Make a payment without registering.

Contact Us

VISA

Mastercard

Discover

[Terms of Use](#) | [Privacy Policy](#)

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The options available online if you create a profile are:

- See Payment, Billing, Meter Consumption History
- Sign-up to receive an email when a new bill is available
- Sign up to not receive a paper bill-Save a tree!
- Sign up for AutoPay! Have your bill paid on time every month!

## Please have the following information to Register

- Valid Email address
- Create a password
- Last Name on Statement
- Full Account Number (XXXXXX-XXX) 9 Digits

City of Port Townsend, WA Contact Us

Sign Up > New User Registration

### Account Information

Create your account.

Email *	Confirm Email *
Password *	Confirm Password *

Password must be at least 8 characters in length, and include three of the following:

- Lowercase Letters
- Uppercase Letters
- Numbers
- Special Characters (!, @, #, \$, %)

### Utility Bill Verification

A recent utility bill is required to fill in some of the information below.

Last Name or Business Name *	Utility Account Number *
------------------------------	--------------------------

Please make sure you enter the account number with all leading and trailing zeroes and dashes.  
For example: 123456-123

[COMPLETE REGISTRATION](#)

[Forgot Password?](#)

[Terms of Use](#) | [Privacy Policy](#)

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If you would just like to make a payment and  
not create a profile online  
Go to “One Time Payment”

City of Port Townsend, WA 360-385-3000  
ptutilities@cityofpt.us

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Welcome

LOGIN

Email This field is required

Password This field is required

Remember Me LOG IN

[Forgot Password?](#)

Sign Up  
Don't have an account? Save payment info for future use.

**One Time Payment**  
Make a payment without registering.

[Contact Us](#)

[Terms of Use](#) | [Privacy Policy](#)  
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City of Port Townsend, WA Contact Us

Quick Payment > Pay My Utility Bill

**Customer Account Information**

Utility Account Number \*

Please make sure you enter the account number with all leading and trailing zeroes and dashes.  
For example: 123456-123

Last Name or Business Name \*

Please enter the last name or business name as it appears on the bill.

MAKE PAYMENT

Once you register you will have access to see your account and sign up for an emailed bill or autopay!

You can go through the menu once you have registered-check out My Bill, Usage, Activity, My Profile and don't forget to "Make Payment"

The screenshot shows a utility account dashboard. On the left is a navigation menu with items: Home, Make Payment, My Bill, Usage, Activity, My Profile, and Contact Us. A red arrow points from the 'My Profile' menu item to the 'Auto Pay Sign Up' button. The main content area shows 'Home > 005039-000', a 'Total Account Balance' of '\$0.00\*' with a note '\*Balance is current as of today and may include billing, adjustment, and pending payment transactions', and a 'Service Address' of '400 BURGESS ST, Springbrook, CA 99999'. There are buttons for 'VIEW MY BILL', 'VIEW ACCOUNT ACTIVITY', and 'Auto Pay Sign Up'.

The "My Profile" is where you enable receiving an emailed bill or choose not to receive a paper bill. Be sure to complete the setups and verify your email. \*\*\*If the email is not verified, then signing up for autopay and emailed notifications cannot be done.

The screenshot shows a user profile page with a navigation menu on the left and a main content area. A red banner at the top states: "Your e-mail has not been verified so you will not be able to select e-billing for accounts or set up auto pay. Resend the verification email". The "Login Information" section shows "E-MAIL ADDRESS" with an "Update" link and a red arrow pointing to it. The "PASSWORD" is masked with asterisks and has an "Update" link. Below is the "Payment Methods" section with a "+ ADD PAYMENT METHOD" link and a table with columns "Description", "Type", and "Actions". The "Accounts" section has a "+ ADD ACCOUNT" link and a table with columns "Account", "Paper Bill", "E-Bill", "Auto Pay", and "Actions". The first account is "005004-000\*" with address "411 2nd St NW". It has a green checkmark for Paper Bill, a red circle with a slash for E-Bill, and a red circle with a slash for Auto Pay. The "Actions" column contains "EDIT" and "REMOVE" links. A red arrow points to the "Paper Bill" column. Below the table, there are instructions for "Paper Bill", "E-Bill", and "Auto Pay", along with a link "Tell me more about Auto Pay".

Once the email is verified, then there will be additional selections available to choose from.

- ✓ Do you want to receive a paper bill?
- ✓ Do you want to receive an electronic bill(emailed statement)
- ✓ Do you want to sign up for AutoPay-Click on “Yes, I would like to activate auto payment”

CivicPay Online

- Home
- Make Payment
- My Bill
- Usage
- Activity
- My Profile**
- Contact Us

### Login Information

E-MAIL ADDRESS [Update](#)

PASSWORD [Update](#)  
\*\*\*\*\*

### Payment Methods

[+ ADD PAYMENT METHOD](#)

Description	Type	Actions
City of Port Townsend	Check Ends in: 4517	<a href="#">X DELETE</a>

### Accounts

[+ ADD ACCOUNT](#)

Account	Paper Bill	E-Bill	Auto Pay	Actions
003053-000*	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">EDIT</a> <a href="#">X REMOVE</a>

\*Default account. The default account cannot be removed. Please first set a different account as the default account to remove this record.

**Paper Bill:** Enable this to receive a paper copy of your bill via the mail.  
**E-Bill:** Enable this to receive an electronic copy of your bill via email.  
**Auto Pay:** Enable this to automatically debit your account when your bill is due.  
[Tell me more about Auto Pay](#)

If you would like to add more accounts to your profile, click on **+ ADD ACCOUNT** and enter in your **Last name or Business name** and **full 9-digit account number**.

CivicPay Online

- Home
- Make Payment
- My Bill
- Usage
- Activity
- My Profile**
- Contact Us

## My Profile > Add Account

### Add Account

You will need a recent bill from your utility to fill in some of the information below.

Last Name or Business Name \*

Utility Account Number \*

Please make sure you enter the account number with all leading and trailing zeroes and dashes.  
For example: 123456-123

**\*\*Please note that you are able to add multiple accounts to one profile, but your payments made apply only to one account at a time. You can manage each account as needed and have different selections on different accounts.**

There will be a drop down that will allow you to select which account you want to access if you have added more than one to your profile. The green banner will always change to show which account you are viewing on the screen. The service address tab will also update to the correct address when each account is selected.

The screenshot displays the CivicPay Online user interface. At the top left, the text "CivicPay Online" is visible. On the right side of the top bar, the user's email address "deannespringbrook@gmail.com" is shown next to a profile icon. A dropdown menu labeled "Account" is open, listing four account numbers: 011542-000, 005015-000, 005164-000, 011542-000, and 011563-000. A red arrow points to the second instance of 011542-000. Below the dropdown, a green banner states "Now viewing account 011542-000" with a close icon. The main content area features a "Total Account Balance" of "\$268.55\*" with a "PAY NOW" button. To the right are buttons for "VIEW MY BILL" and "VIEW ACCOUNT ACTIVITY". Below the balance, a note states: "\*Balance is current as of today and may include billing, adjustment, and pending payment transactions". At the bottom left, the "Service Address" is listed as "70 S Side St. Buffalo, NY 14256" with a right-pointing arrow. A blue button for "SIGN UP FOR AUTO PAY" is located at the bottom right.

CivicPay Online

Account  
011542-000  
005015-000  
005164-000  
011542-000  
011563-000

deannespringbrook@gmail.com

Home > 011542-000

Now viewing account 011542-000

**Total Account Balance**

\$268.55\* **PAY NOW**

**VIEW MY BILL**

**VIEW ACCOUNT ACTIVITY**

\*Balance is current as of today and may include billing, adjustment, and pending payment transactions

**Service Address**

70 S Side St.  
Buffalo, NY 14256

**SIGN UP FOR AUTO PAY**

If you want to see all accounts associated with your profile, go to the “My Profile” and all accounts will be listed.

The screenshot shows the 'My Profile' page in CivicPay Online. The left sidebar contains navigation links: Home, Make Payment, My Bill, Usage, Activity, Service Requests, My Profile (selected), and Contact Us. The main content area is divided into sections: Login Information (E-MAIL ADDRESS: deannespringbrook@gmail.com, PASSWORD: masked), Payment Methods (+ ADD PAYMENT METHOD), and Accounts (+ ADD ACCOUNT). The Accounts table lists four accounts with columns for Paper Bill, E-Bill, and Auto Pay, and an Actions column with EDIT and REMOVE buttons. A tooltip 'Edit' is shown over the first EDIT button. Below the table, there is a note about the default account and definitions for Paper Bill, E-Bill, and Auto Pay.

Description	Type	Actions		
<b>Accounts</b> <a href="#">+ ADD ACCOUNT</a>				
Account	Paper Bill	E-Bill	Auto Pay	Actions
005015-000 211 Demers Ave	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">EDIT</a> <a href="#">REMOVE</a>
<b>005164-000*</b> 420 8th St NW	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">EDIT</a> <a href="#">REMOVE</a>
011542-000 70 S Side St.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">EDIT</a> <a href="#">REMOVE</a>
011563-000 17 S Side St.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">EDIT</a> <a href="#">REMOVE</a>

\*Default account. The default account cannot be removed. Please first set a different account as the default account to remove this record.

**Paper Bill:** Enable this to receive a paper copy of your bill via the mail.  
**E-Bill:** Enable this to receive an electronic copy of your bill via email.  
**Auto Pay:** Enable this to automatically debit your account when your bill is due.  
[Tell me more about Auto Pay](#)

To see the options available on each account, click “EDIT.”

The screenshot shows the 'Edit Account' page for account 005039-000. At the top, there is a blue banner: 'This utility account is currently setup for Deanne's Township's direct debit program and auto pay. Please contact Deanne's Township to cancel direct debit to avoid duplicate payments.' Below this, there are two sections: 'Paper Bill' (highlighted with a red box) and 'Electronic Bill' (highlighted with a green box). Each section has a question and two radio button options.

**Paper Bill**  
Receive a copy of your bill via mail?  
 Yes, print and send my paper bill using the postal service.  
 No, do not print and send my bill using the postal service.

**Electronic Bill**  
Receive a copy of your bill via e-mail?  
 Yes, send an electronic copy of my billing statement via email when the bill is ready.  
 No, do not send the bill electronically.

At the top of the page if you are enrolled with agency for direct debit out of your checking or savings account, you will see this blue banner advising you to contact agency if you want to sign up for autopay online. \*\*\*Being enrolled in both could cause an over payment to occur.



Under Paper Bill- there are 2 options available.

### Paper Bill

Receive a copy of your bill via mail?

- Yes, print and send my paper bill using the postal service.
- No, do not print and send my bill using the postal service.

You have the option to receive or suppress a paper billing statement. If you choose to suppress the paper statement, the only way to get a copy is to print a copy from the “My Bill” area of your account.

Under Electronic Bill- there are 2 options available.

### Electronic Bill

Receive a copy of your bill via e-mail?

- Yes, send an electronic copy of my billing statement via email when the bill is ready.
- No, do not send the bill electronically.

You have the option to receive an email notification when the agency runs their billing. An email will be sent to your verified email address from [noreply@merchantransact.com](mailto:noreply@merchantransact.com) alerting you to a new billing available to view and pay. **\*\*If you select to not receive a paper bill then you must choose receiving an Electronic Bill.**

# Ebill Example

## Your bill from Deanne's Township is ready.

1 message

noreply@merchantransact.com <noreply@merchantransact.com>  
To: deannespringbrook@gmail.com

Sat, Nov 23, 2024 at 8:01 AM

Deanne's Township  
123 Main Street  
Omaha, NE 68144  
402-402-4242  
9:00 AM to 5:00 PM

### Account Information

**Account:** 005302-000  
**Name:** Duncan Louis  
**Service Address:** 514 12th St NW  
**Service Period:** 10/1/2024 to 10/31/2024 (31 days)  
**Billing Date:** 11/1/2024  
**Due Date:** 11/30/2024

### Meter Reading


Serial	Date	Previous Reading	Reading	Date	Current Reading	Reading	Cons
Current Charges							
Electric: Electricity Tax							\$0.50
Electric: Res Elec General							\$7.73
Garbage: Res Garb Tax							\$0.85
Garbage: Residential Garb							\$8.75
Sewer: Res Swg 5/8"							\$9.10
Storm Water: MDH Drinking Water Fee							\$0.53
Storm Water: Residential Internet							\$26.45
Storm Water: Storm Sewer							\$4.00
Storm Water: Street Light							\$12.00
Water: Res Water 5/8"							\$13.50
Total Current Charges:							\$83.41

### Bill Summary

**Previous Balance:** \$927.06  
**Payments Received:** \$0.00  
**Adjustments:** \$0.00  
**Current Charges Due By 11/30/2024:** \$83.41  
**\* Total Amount Due:** \$1,010.47

\* This was the amount due at the time of billing.

To view your amount due at the current time and make a payment [click here.](#)

 Recurring Payments Updated Process.pdf  
1793K

**[Click Here to log into your online profile.](#)**



**Look for attachments from agency here**



## Signing up for Autopay

### Auto Pay Options

Yes, I would like to activate auto payment.  
[Tell me more about Auto Pay](#)

**Important:** Please pay any existing outstanding balances manually. Auto Pay enrollment will not apply to any balances prior to enrollment.

**AMOUNT TO PAY**  
Your autopay payment will pay your entire account balance at time of billing. Your entire account balance includes any adjustments or fees incurred since your last bill.

Set a Safety Amount Safety Amount  
1000.00

\* If you choose to set a safety amount, your future autopay payments will not be processed for more than the safety amount.

**PAYMENT DATE**  
 Pay my bill on the day it is due.  
 Pay my bill    days before it is due.

**Payment Method Options**  
 Use Existing Payment Method  
 Use New Payment Method

**Select Existing Payment Method**  
 Deanne's CC (Credit Card ending in : 9990) Exp: 10/2026

**The most important thing when signing up for autopay is to clear any existing balance off your account. Please pay any existing balance owed so that your autopay starts off based on your next billing received. \*\*\*If you sign up and don't pay your existing balance, your account could be subject to penalty charges.**

**Safety Limit-setting a safety limit provides parameters so that your autopay cannot exceed the safety limit. If your amount is higher than the safety limit, your autopay will be scheduled for the amount of the safety limit.**

**Payment Date for Autopay-you will have the option to set up autopay to be debited on your billing due date or a select number of days BEFORE the due date.**

**Example-Due date of 20<sup>th</sup> each month. Select "Pay my bill 10 days before it is due" this will process your payment 10 days before the 20<sup>th</sup> regardless of weekends and holidays.**

### Auto Pay Options

Yes, I would like to activate auto payment.  
[Tell me more about Auto Pay](#)

**Important:** Please pay any existing outstanding balances manually. Auto Pay enrollment will not apply to any balances prior to enrollment.

**AMOUNT TO PAY**  
 Your autopay payment will pay your entire account balance at time of billing. Your entire account balance includes any adjustments or fees incurred since your last bill.

Set a Safety Amount Safety Amount  
1000.00

\* If you choose to set a safety amount, your future autopay payments will not be processed for more than the safety amount.

**PAYMENT DATE**

Pay my bill on the day it is due.  
 Pay my bill  days before it is due.

### Payment Method Options

Use Existing Payment Method  
 Use New Payment Method

### Select Existing Payment Method

Deanne's CC (Credit Card ending in : 9990) Exp: 10/2026

If you have already saved a payment method you want to use for autopay, then select that from the “Existing Payment Method” listing or create a new one.


If creating a new payment method-select “Use New Payment Method” and fill in the fields below and add a unique description for your new payment method-example “Chase Visa” and save.

## Credit Card Information Screen

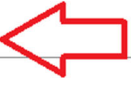
### Payment Method Options

Use Existing Payment Method  
 Use New Payment Method

### Payment Type

Credit/Debit Card   
 Electronic Check

**DESCRIPTION**  
 Enter what you would like to call this saved payment method.

Description \* 




### Card Information

**BILLING ADDRESS**

Cardholder Name \* \_\_\_\_\_

Address \* \_\_\_\_\_ Address 2 \_\_\_\_\_

City \* \_\_\_\_\_ State **AK** Zip Code \* \_\_\_\_\_

**CARD**  
  

Card Number \* \_\_\_\_\_

CVV2 \* \_\_\_\_\_ Exp. Month **1** Exp. Year **2025**

Where is this?

\* Please note, saved payment methods unused for a period of 18 months will expire and be removed.

CANCEL SAVE

## ACH Information Screen

<b>Payment Method Options</b> <input type="radio"/> Use Existing Payment Method <input checked="" type="radio"/> Use New Payment Method <b>Payment Type</b> <input type="radio"/> Credit/Debit Card <input checked="" type="radio"/> Electronic Check <b>DESCRIPTION</b> Enter what you would like to call this saved payment method. Description *	<b>Checking Information</b> Name * Nathan Summers Enter the name on the checking account. Account Number * Check Example <i>* Please note, saved payment methods unused for a period of 18 months will expire and be removed.</i>	Routing Number * Confirm Account Number *
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For ACH (echeck) payments, enter in the Routing number of the Bank and your Account number. **\*\*Note that the biggest reason for a payment to be returned as an invalid payment is an Invalid Account Number-PLEASE DOUBLE CHECK YOUR ENTRY.**

**\*\*Also please note that any payment type entered and is unused to make payment for 18 months will be expired and removed by routine maintenance of the site.**

Once you have set up your account's autopay, you will see another Banner when you log into your profile on the home screen letting you know if an amount is scheduled for autopay and what date it will process.

CivicPay Online 123ami@gmail.com

Home >

Your next automated payment of \$168.51 is scheduled on 2/10/2025  
Cancel Payment | Modify Payment

**Total Account Balance**  
\$168.51\* PAY NOW

\*Balance is current as of today and may include billing, adjustment, and pending payment transactions

VIEW MY BILL  
VIEW ACCOUNT ACTIVITY  
MANAGE MY AUTO PAY

Service Address >

If you need to change the amount for your autopay or cancel it, click on either "Cancel Payment" or "Modify Payment." **\*\*\*Please note that no agency admin is able to update these fields, only you the customer can update the amount or cancel your autopay. If you choose to cancel the autopay, it will just cancel the current months autopay, but not remove you from being on autopay for future billings.**

In order to receive all notification regarding payment processing, please add the following email addresses to your contacts.

[noreply@merchantransact.com](mailto:noreply@merchantransact.com)

[autopay@merchantransact.com](mailto:autopay@merchantransact.com)

Notifications are sent 3 days prior to your autopay being processed letting you know that the payment will be processed on X date.

**Reminder: your automatic payment to Springbrook Demo is scheduled for 7/8/2022**

1 message

**noreply@merchantransact.com** <noreply@merchantransact.com>  
To:

Mon, Jul 4, 2022 at 9:00 PM

This is a reminder from Springbrook Demo that your automatic payment of \$425.00 for account 005039-XXX will be processed on 7/8/2022. The payment is for your total amount due as of the time of billing and will not include any account adjustments or payments made after the bill was posted.

If you need to pay a different amount and/or cancel this scheduled payment, please log in to <https://demo.merchantransact.com>.

This is an automated email. Please do not respond to this email address. If you have any questions, please contact us using the information below.

Springbrook Demo  
Hours : 9:00 AM to 5:00 PM  
Phone : 402-402-4242  
E-Mail :  
Website : <https://demo.merchantransact.com>

You will receive a payment receipt email once your autopay has successfully been processed.

**From:** autoreply@merchantransact.com <autoreply@merchantransact.com>  
**Sent:** Tuesday, June 18, 2019 2:42 PM  
**To:** pugsrule@gmail.com  
**Subject:** Your automatic payment to Town of Pleasantville has been processed

This is a notification from Town of Pleasantville that your recurring payment in the amount of \$1.00 has been processed successfully using your payment method : My Credit Card.

Payment Date.:	7/16/2019 2:42:22 PM
Account No.:	000038-XXX
Service Address:	504 NE HICKORY Pleasantville, OR 99999

Your reference number for this transaction is : 842632698

This is from a notification only e-mail address. If you have any questions, please contact us using the information below.

Town of Pleasantville  
Hours : 8-5  
Phone : 123-456-7890  
E-Mail : [support@townofpleasantville.com](mailto:support@townofpleasantville.com)  
Website : <https://townofpleasantville.merchantransact.com>

An email will be sent if for any reason your payment is declined or fails, and you would be responsible for making payment separately to avoid any penalties. If you are declined on autopay, your account will be removed from the autopay process and you would need to re-enroll again.

**IMPORTANT INFORMATION:**  
This is a notification from This Place in a Town Where We have Water that your recurring payment in the amount of \$2.00 has been declined using your payment method of new card 9990

Payment Date.:	2/17/2023 12:20:11 PM
Account No.:	005008-XXX
Service Address:	1671 -6 N HOWE ST Springbrook, OR 99999

Your payment was declined because: DECLINE:Declined- 30002- EXPIRED CARD

Your recurring payments for this account has been disabled. To re-activate your recurring payment please visit <https://QA1-ONLINE-DEV-TR.civicsandbox.com>

Your bill is still due! When you re-activate your recurring payments, your auto-pay will resume with the next billing period. Please make a one-time payment to pay your outstanding balance.

This is from a notification only e-mail address. If you have any questions, please contact us using the information below.

This Place in a Town Where We have Water  
Hours : 8 AM - 5:30 PM Pacific  
Phone : 666-123-1234  
E-Mail : [hilary.turco@sprbrk.com](mailto:hilary.turco@sprbrk.com)  
Website : <https://QA1-ONLINE-DEV-TR.civicsandbox.com>

If you save a credit card online, you will receive notifications starting at 60 days if your card is going to expire. Notifications are sent at 60, 30, 15, 5 and 1 day prior to the card expiring. If your payment is declined due to a card expiration, you will need to add a new payment method and re-enroll in autopay.

From: <[noreply@merchanttransact.com](mailto:noreply@merchanttransact.com)>  
Date: Mon, Jul 15, 2019 at 2:23 PM  
Subject: Your My Credit Card payment method is about to expire.  
To: <[grumbleofpugs@gmail.com](mailto:grumbleofpugs@gmail.com)>

Your Master Card ending in 5454 is about to expire in 30 day(s).  
Please [log in](#) and update your payment information.

**IMPORTANT:** Credit cards that are expired will be removed from the automatic payment process and require you to re-enroll a new card. Payments cannot be processed on expired cards and could result in late fees.