

# ***Paperless Billing FAQ***

*Winfield Utility Department*

## **How will I be notified when my bill is available to view?**

You will receive an email notification when your bill is available. Bills will be available by the 1<sup>st</sup> of each month. The bill will be an Attached PDF file to the email.

## **Can I pay my bill online?**

Yes, you can pay your bill by going to [www.WinfieldIowa.com](http://www.WinfieldIowa.com) and click on the *Pay Options*.

## **Will I continue to receive a paper bill?**

No, you will not continue to receive your paper bill.

## **Will my online bill have the same information as my paper bill?**

Yes. The online bill will include the same information as you previously saw on your paper bill. It will have a separate PDF file of the inserts you would have previously received along with your paper bill.

## **I am signed up for *Paperless Billing*, but I didn't receive an email telling me my bill is ready. Why not?**

There are several reasons this could happen:

- Check your spam filter, and make sure it is not blocking email from the City of Winfield.
- Make sure your inbox is not full.
- Verify that the email address you provided is correct.
- Add [Winfieldebill@gmail.com](mailto:Winfieldebill@gmail.com) to your safe email address list. You may need to contact your email provider to authorize receiving emails from this address.

You are responsible for paying your bill each month, even if you don't receive an email notification.

## **My email address has changed. How can I update my account so I don't miss a notification?**

You need to contact Winfield City Hall at 319-257-6661 or email Winfield Utilities at [Winfield2@farmtel.net](mailto:Winfield2@farmtel.net) to update your account information, including your email address. You are responsible for paying your bill each month, even if you don't receive an email notification.

## **Can I view my previous bills online?**

No, you will only receive e-bills via email. We recommend saving your emails to refer back to in the future.

## **How do I get a paper copy of my bill if I need it for verification purposes, such as school enrollment?**

You can print a copy of your bill from the email or you can contact the City Hall.

## **Can I use *Paperless Billing* on multiple accounts?**

If you have multiple accounts, you will need to enroll them individually for Paperless Billing.

## **How do I cancel Paperless Billing?**

You can cancel and return to receiving a paper bill at any time by emailing [Winfield2@farmtel.net](mailto:Winfield2@farmtel.net) or calling City Hall at 319-257-6661.