



New Utility Billing System is Live!

Park City Public Utilities is excited to announce that we are using a new online utility billing system. Your May bill, included with this insert, reflects the new system. This upgrade will improve your experience managing your account and making payments.

What's changing:

- **New customer portal.** The new online payment portal is located at parkcityut.municipalonlinepayments.com/parkcityut. The first time using this portal you will need to create an account and link it to your full billing account number as found on your May statement. For detailed instructions, please visit parkcity.gov or scan the QR code.



- **Autopay enrollment from a checking or savings account.** Autopayments made from a checking or savings account were transferred to the new system. Please confirm that your statement shows Auto Pay in the amount enclosed, and if so, your autopay remains active.

AMOUNT INCLOSED \$

AUTO PAY

- **Autopay enrollment from a credit card.** If you were enrolled in autopay using a credit card, you will need to re-enroll in the new payment portal. See the instructions under new customer portal.
- **Bill Pay through your bank.** Your account number has changed, although you will notice that the first portion of your account number is the first four digits of your old account number, with the number 5 in front of it. You will need to do one of two things, either:
 - Log into your bank and update your account number.
 - Cancel bill payment through your bank, and log into our customer portal to set up autopayment from a checking, savings or credit card account. See instructions under New customer portal.
- **New bill format.** Your bill has a new look and a new account number, but will contain the same important account information.
- **Customer usage portal.** Your hourly water usage, and customizable water usage alerts remain accessible at parkcity.watersmart.com.

If you have questions, contact the Park City Water Department at **435-615-5335**, email water@parkcity.gov, or visit parkcity.gov/departments/public-utilities.
