



Utility Billing Online Portal

This document will walk you through our QuickPay feature, registering for the new Utility Billing Online Portal for the City of Casper, and the portal features. Please click the link below to access the new portal. You will need your account and customer numbers from your utility bill to use the QuickPay feature and to register.

*Note: New registration is required even if you are using our current online portal.

<https://casperwy.municipalonlinepayments.com/casperwy/utilities>

The screenshot shows the "City of Casper Online Payment Portal" for "Utility Billing". The page has a dark blue header with a "Sign In / Register" link. The main content area features a background image of a hot air balloon over a golf course. There are three main sections: "Quick pay" with a credit card icon and a "Quick pay" button; "Sign in or sign up" with a user icon and a "Sign in or sign up" button; and "Office Hours" with a bell icon and a list of hours. Below the office hours is an "ANNOUNCEMENTS" section with a link to "EasyPay (Bank Draft) Customers" and a brief description of the program.



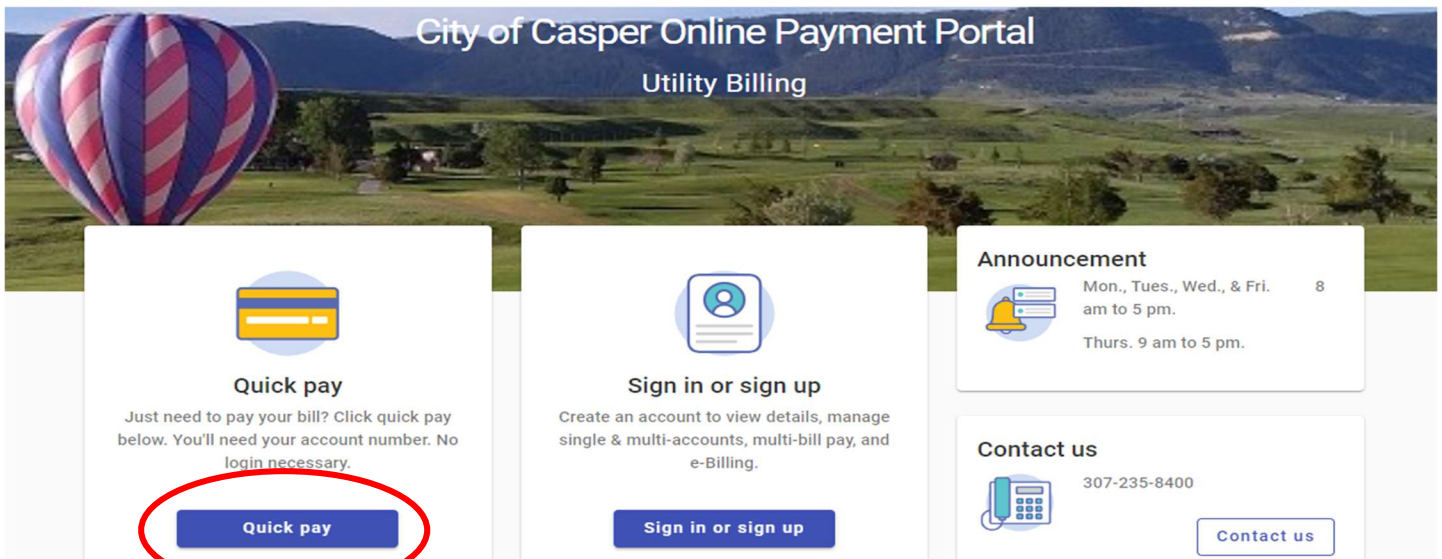
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Quick Pay

The Quick Pay option allows you to make a one-time payment to your utility account(s) without registering for an account on the online portal. You will need your account number and customer number.




How to use this feature

Step 1: Click the “Quick pay” button. (Circled in red above)

Step 2: Input your account number and customer number in the appropriate fields shown in the image to the right.

(The screenshot on page 4 shows where to find these numbers on your utility bill.)

Step 3: Click the “Find bill” button. (Circled in red to the right)



Let's find your account

* Account Number

Please provide your 6-digit account number shown on your utility bill. You can find this number above your water consumption graph on the right side of the bill.

* Customer Number

Enter your 6-digit customer number shown at the top right corner of your bill.

Cancel Find bill



City of Casper
200 North David Street
Casper, WY 82601

City of Casper - Utility Bill

FinanceCustomerService@CasperWY.Gov

Statement ID #1136272

Customer ID #122184

Issued 06/14/2024

307-235-8400

CUSTOMER

Customer Number 122184

[REDACTED]
[REDACTED]
CASPER, WY 82604

Previous Balance	\$51.37
Total Payments Received	(\$71.37)
Adjustments	\$0.00
New Charges - Due 07/11/2024	\$96.88

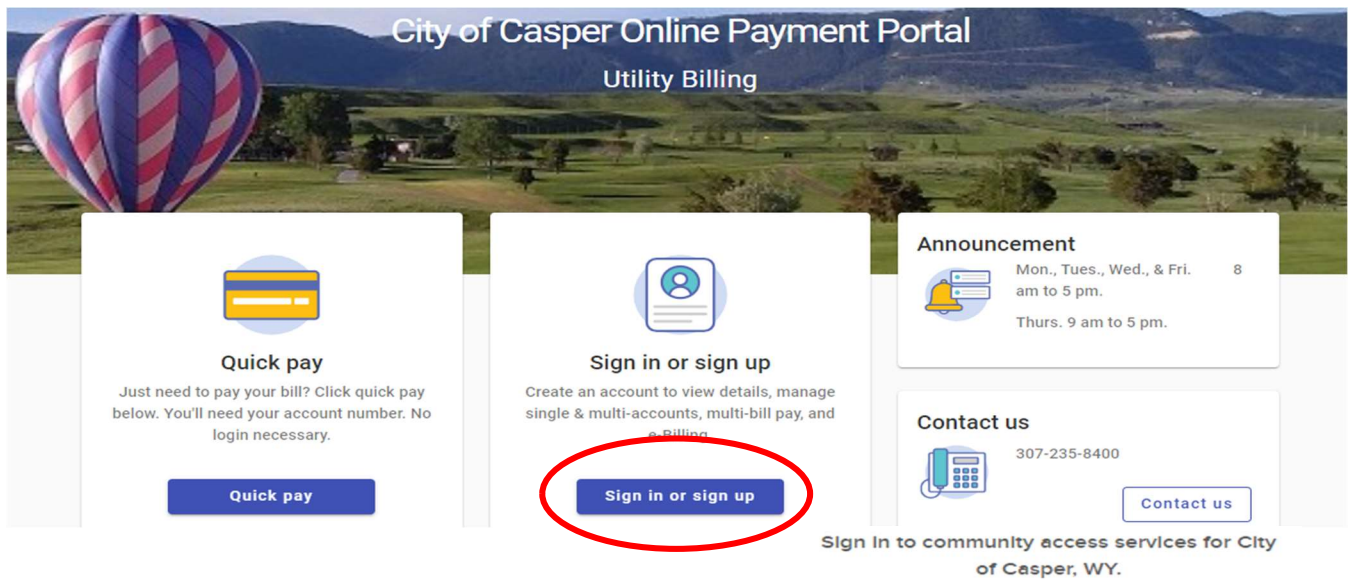
Balance Due: \$76.88

Account Number 506631



Registration

The Sign in or Sign up option allows you to register or sign in to your account utilizing the Online Payment Portal for Utility Billing. You will need your account number and customer number.



How to use this feature

Step 1: Click the “Sign in or sign up” button.
(Circled in red above)


Step 2: Choose one of the “sign in with...” options shown to sign in with one of the programs listed


Or


Input your e-mail address to create a unique log-in.


Step 3: Click the “Create an account” button.
(Circled in red to the right)

Sign in to community access services for City of Casper, WY.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

☐ Keep me signed in

[Next](#)

[Unlock account?](#) [Help](#)

[Create an account](#)



Step 4: Complete the fields requested.

Step 5: Click the “Sign up” button. the fields requested.
(Circled in red to the right)

Step 6: Retrieve your verification code from the e-mail used to sign up and input in the Enter Code field shown in the screenshot below.

Step 7: Click the “Verify” button.
(Circled in red below)



Create an account

Email

First name

Last name

Mobile phone

Optional

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username



Verify with your email

waggintailsbnb@gmail.com

Haven't received an email? [Send again](#)

We sent an email to w***b@gmail.com. Enter the verification code in the text box.

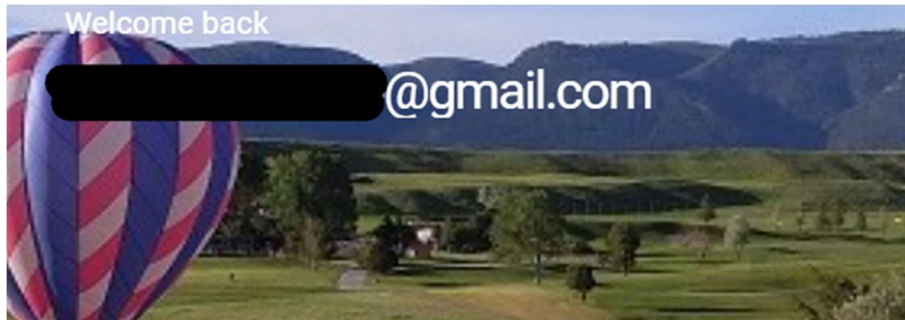
Enter Code

Verify

Sign up

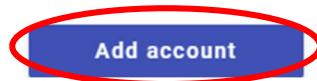


Step 8: Click the “Add account” button.
(Circled in red below)



Accounts

You do not have any Utility Billing accounts associated with your login.
Add an account to access account details, pay your bills, and manage accounts.



Step 9: Input your account number
and customer.



Step 10: Click “Add Account”.
(Circled in red to the right)

Let's find your account

* Account Number

Please provide your 6 digits account number shown on your utility bill.
You can find this number above your water consumption graph on the right side of the bill.

* Customer Number

Enter the customer number shown at the top of your bill.

Cancel

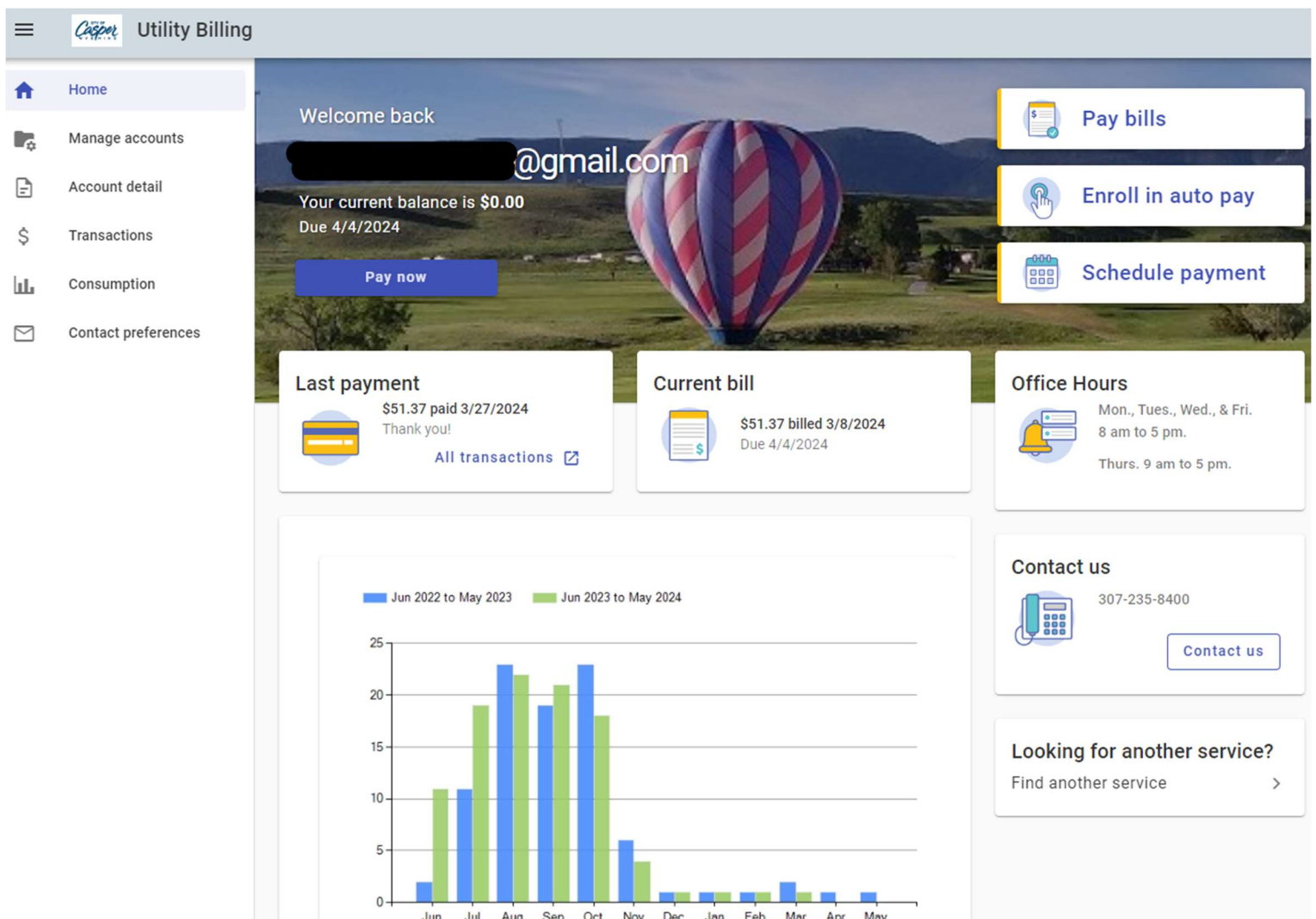
Add account



Dashboard Navigation

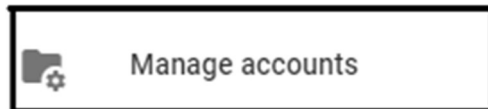
Once you have successfully registered and added your account, you have several options available for monitoring and paying your account. These options include reviewing your account balances, viewing your bills and payments, monitoring water consumption, making payments, and enrolling in e-billing.

Here is an example of a Utility Portal Dashboard:

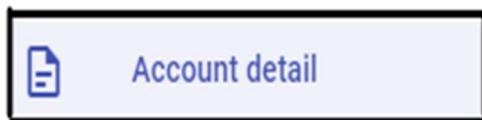




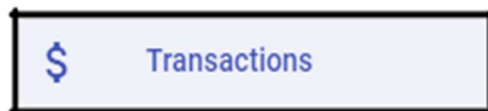
The images below show the buttons available on the dashboard and a brief description of what each button does.



In this tab, you can view your account information as well as add additional accounts to your profile. If you have multiple accounts, you **MUST** add each to your profile. When you move or sell a property, you **MUST** delete the old property if you no longer wish to see it on your profile. Otherwise, you will have access to your property history until you delete the property in the portal.



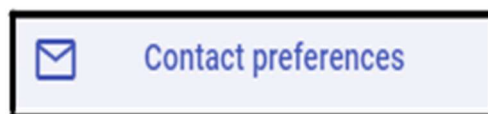
In this tab, you can view your bills, account balances, and current due date. You can enroll in AutoPay.



In this tab, you can view your charges and payment history on your account(s).



In this tab, you can see your water consumption by month. This is tracked in thousand gallons.
(5 = 5,000 Gallons)



In this tab, you can Sign up for E-billing by adding your email address to receive your bill electronically.



In this tab, you can make a same-day payment or schedule the payment for a specific date using a credit or debit card or via E-check (electronic check directly from your bank account).



Enroll in auto pay

In this tab, you can sign up to have your payment taken automatically via credit or debit card or E-check on the due date of your monthly bill.



Schedule payment

In this tab, you can schedule a payment for a specific date using a credit or debit card or via E-check (electronic check directly from your bank account).

Pay now

In this tab, you can make a same-day payment or schedule the payment for a specific date using a credit or debit card or via E-check (electronic check directly from your bank account).

Last payment



\$20.00 paid 5/22/2024

Thank you!

[All transactions](#) 

If you click on the “All Transactions” link under the section displaying your last payment, you will find a listing of all payments and charges in chronological order from newest to oldest.



Making a one-time payment

(Same day or scheduled)

Once you have logged in to your online account you will be on your dashboard, or Utility Billing Online portal homepage, from this page you can make a one-time payment.

Utility Billing

Home

Manage accounts

Account detail

Transactions

Consumption

Contact preferences

Welcome back

@gmail.com

Your current balance is \$0.00

Due 4/4/2024

Pay now

Pay bills

Enroll in auto pay

Schedule payment

Last payment

\$51.37 paid 3/27/2024

Thank you!

All transactions

Current bill

\$51.37 billed 3/8/2024

Due 4/4/2024

Office Hours

Mon., Tues., Wed., & Fri.
8 am to 5 pm.

Thurs. 9 am to 5 pm.

How to use this feature

Step 1: Click the “Pay Bills”, “Schedule Payment”, or “Pay now” button. (Circled in red above)

Step 2: Alter your payment amount, depending on how much you wish to pay. (Circled in red to the right) It prefills with your current balance. (Paying less than the bill amount may result in late fees and/or service disruption)

Make a Payment

31	Due	Balance	Payment amount
PL	7/11/2024	\$76.88	76.88

Subtotal \$76.88

Cancel Continue



Make a Payment

Step 3: Click the “Continue” button. (Circled in red below)

31 PL	Due 7/11/2024	Balance \$76.88	Payment amount 76.88
			Subtotal \$76.88
			<input type="button" value="Cancel"/> <input type="button" value="Continue"/>

Step 4: Click the “Now” or “Later” radial button. (Circled in red to the right)

Step 4a: Select the date you would like your payment to be processed if you selected the “Later” radial button.

Step 5: Click the “Enter new Credit card” or “Enter new eCheck” radial button. (Circled in yellow to the right)

Step 5a: Enter your credit or debit card information if you selected that option. (You can save this card information to use in the future.)

Step 5b: Enter your bank account information if you selected that option. (You can save your bank information to use in the future.)

Step 6: Click Submit (Circled in blue above)

Payment date

☒ Now ☐ Later

Scheduled date

Payment method

☒ Enter new Credit card

☐ Enter new eCheck

Card number

MM

YYYY

Cardholder name

Address

Billing ZIP code

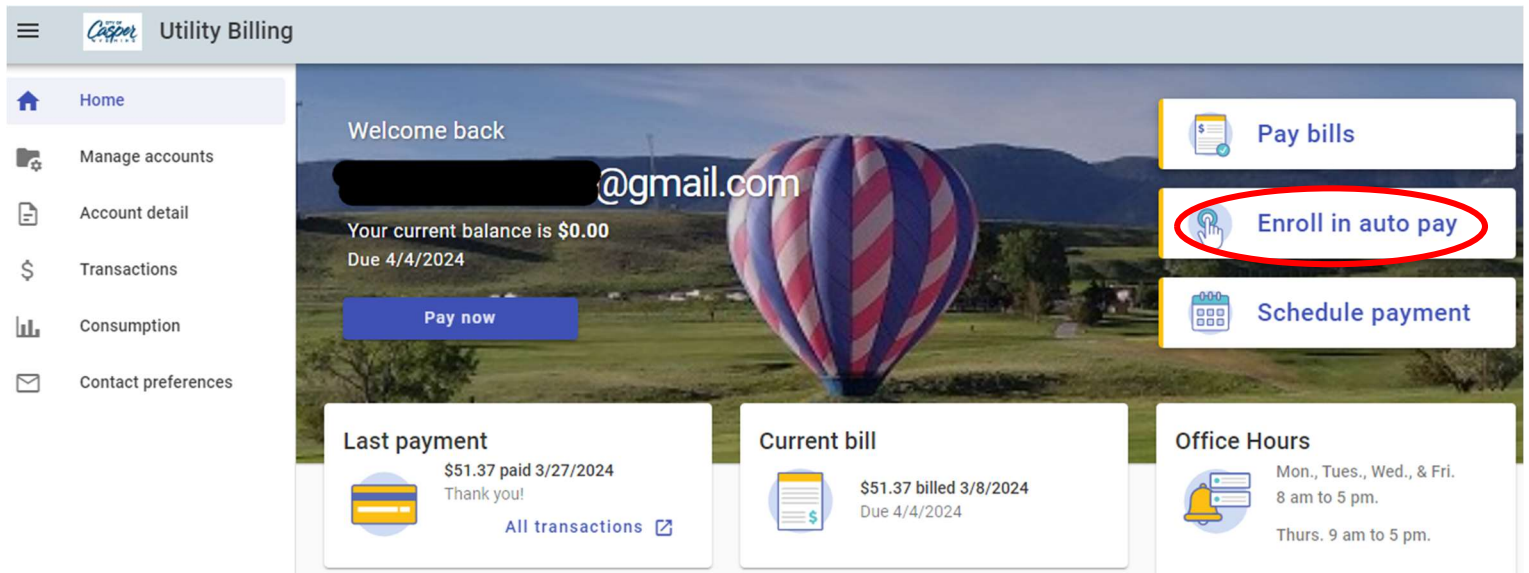
Security code

☐ Remember this card



Auto Pay Enrollment

The Auto Pay option can give you peace of mind that your bill will get paid as long as your credit or debit card information or bank account information is valid, and you have sufficient funds to cover the payment. All auto payments will be pulled on the due date shown on your bill. You will get an e-mail confirming enrollment and when the payment is processed.

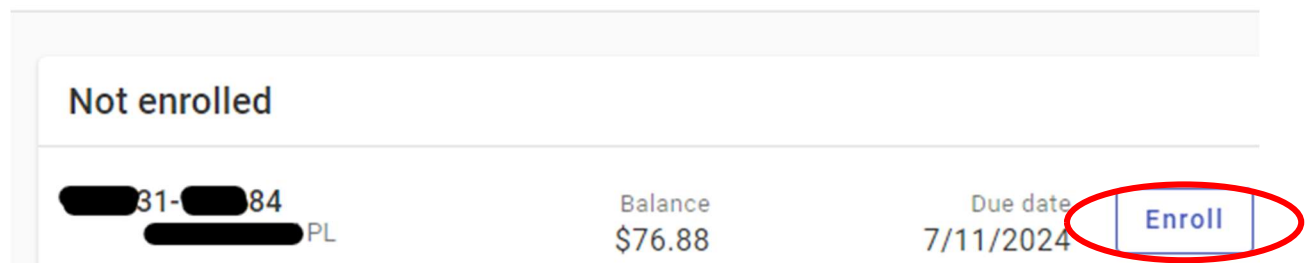


How to use this feature

Step 1: Click the “Enroll in auto pay” button. (Circled in red above)

Step 2: Click the “Enroll” button. (Circled in red below)

← Manage auto pay





E-Billing and Reminders

The E-Billing option saves the planet by reducing paper, but more importantly, gets your bill to you within minutes of us producing your bill. No more waiting for the postal service to deliver your bill to know how much you owe. You'll receive an e-mail with the bill attached.

Utility Billing

Home

Manage accounts

Account detail

Transactions

Consumption

Contact preferences

Welcome back

@gmail.com

Your current balance is \$0.00
Due 4/4/2024

Pay now

Pay bills

Enroll in auto pay

Schedule payment

Last payment

\$51.37 paid 3/27/2024
Thank you!

All transactions

Current bill

\$51.37 billed 3/8/2024
Due 4/4/2024

Office Hours

Mon., Tues., Wed., & Fri.
8 am to 5 pm.

Thurs. 9 am to 5 pm.

How to use this feature

Step 1: Click the “Contact preferences” button.
(Circled in red above)

Step 2: Select the “Email” radial button. (Circled in red to the right)

Step 3: Input your e-mail address.
(Circled in red to the right)

Step 4: Confirm your e-mail and select any reminders you would like. (Circled in red to the right)

Step 5: Click update.
(Circled in yellow to the right)

Contact preferences

PL

31 34

Sign up for e-Billing

☒ Email

☐ Mail paper copy

Reminders

☒ Email reminders

Bill reminders

☒ New balance

☒ Past due

☒ Prior to bill due date

Auto Pay reminders

☒ Successful payment

☒ Drafted payment

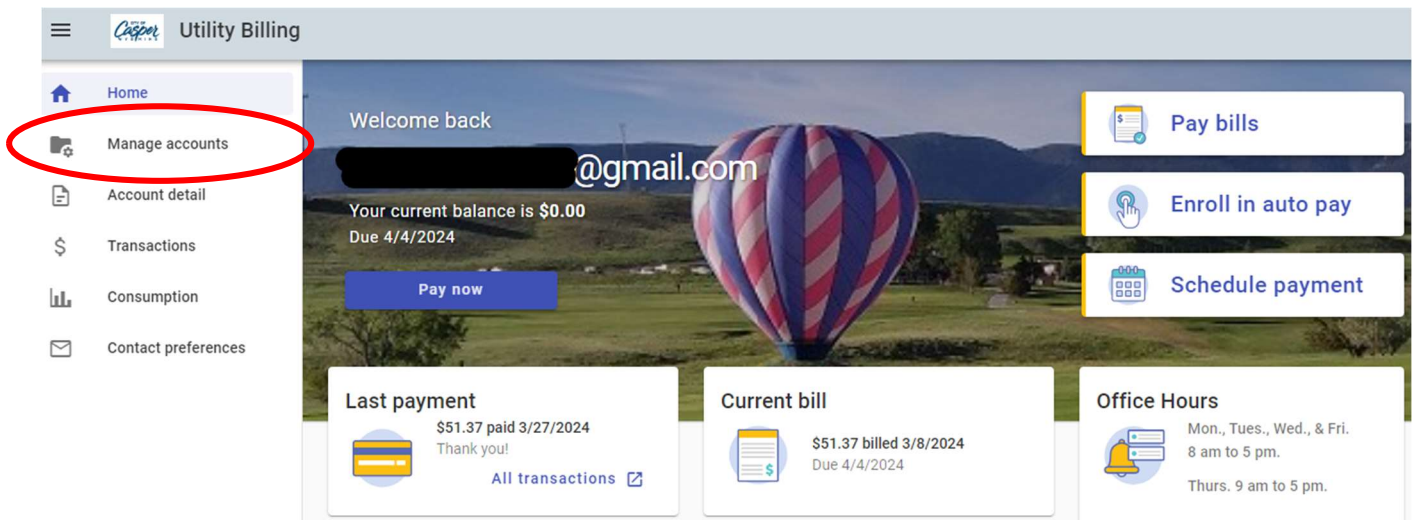
☒ Payment method updated

Update




Managing or Adding Accounts

This feature allows you to add or accounts as needed. If you move and no longer wish to see the history of your old address you can delete it from your profile and will need to add your new service address. If you own or manage multiple properties in the City of Casper you can add all those addresses using their corresponding account and customer number shown on your bill.

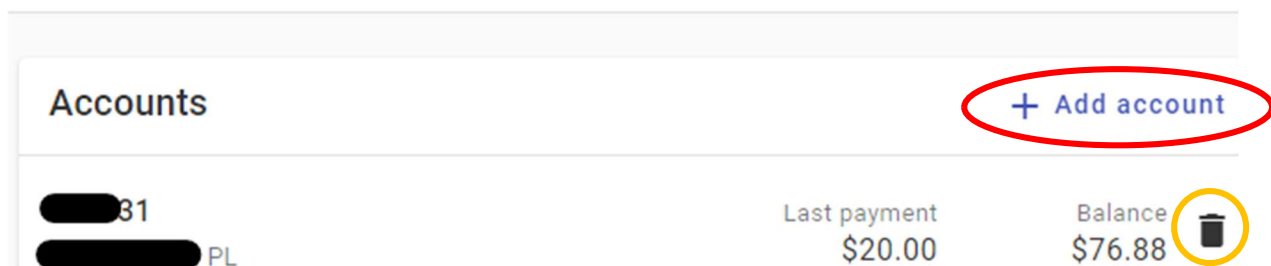


How to use this feature

Step 1: Click the “Manage Accounts” button.
(Circled in red above)

Step 2: To **ADD** an account, click the “+ Add account” button. (Circled in red to the below) or To **DELETE** an account, click the “” icon. (Circled in Yellow below)

Manage accounts





ADD Step 1: Input your account and customer number in the appropriate fields.

(Circled in red to the right)

ADD Step 2: Click the “Add account” button.

(Circled in yellow to the right)

Let's find your account

* Account Number

Please provide the 6-digit account number shown on your utility bill. You can find this number above your water consumption graph on the right side of the bill. Thank you! City of Casper Customer Service Team

* Customer Number

Enter your 6-digit customer number shown at the top right corner of your bill.

Cancel Add account

*Repeat these steps to add each account you would like to see on the portal.

DELETE Step 1: Click the "Remove" button.
(Circled in red to the right)

*Repeat these steps to delete each account you no longer wish to see on the portal.

Remove account?

Account [REDACTED] will no longer be accessible online.

Cancel Remove



Viewing Bills and Transactions

This feature to view the bills associated with your account. You'll be able to see new bills as soon as they are produced. You may also view your transaction history.

How to use this feature

- **To view your current bill**

Step 1: Click the “Current bill” button.
(Circled in red above)

- **To view your previous bills and transactions**

Step 1: Click the “Transactions” button.
(Circled in yellow above)

Step 2: Review activity and click the “Bill” hyperlink to view a bill.
(Circled in red to the

right) *Note: 12 months is displayed; you can adjust the dates to see older activity and bills.

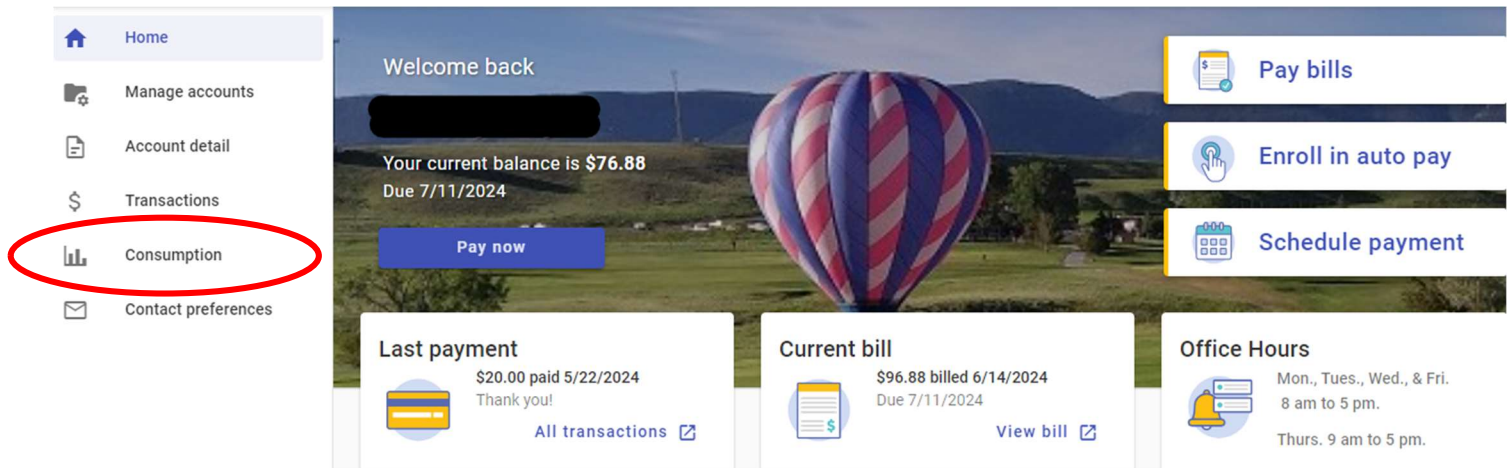
← Transaction history

From 06/25/2023		To 06/25/2024		Apply
Date	Description	Amount	Interest	Running balance
6/14/2024	Applied Credit	\$0.00	\$0.00	\$76.88
6/14/2024	Bill	\$96.88	\$0.00	\$76.88
5/22/2024	Payment	(\$71.37)	\$0.00	(\$20.00)
5/10/2024	Bill	\$51.37	\$0.00	\$51.37
5/1/2024	Payment	(\$51.37)	\$0.00	\$0.00
4/12/2024	Bill	\$51.37	\$0.00	\$51.37
3/27/2024	Payment	(\$51.37)	\$0.00	\$0.00
3/8/2024	Bill	\$51.37	\$0.00	\$51.37



Consumption

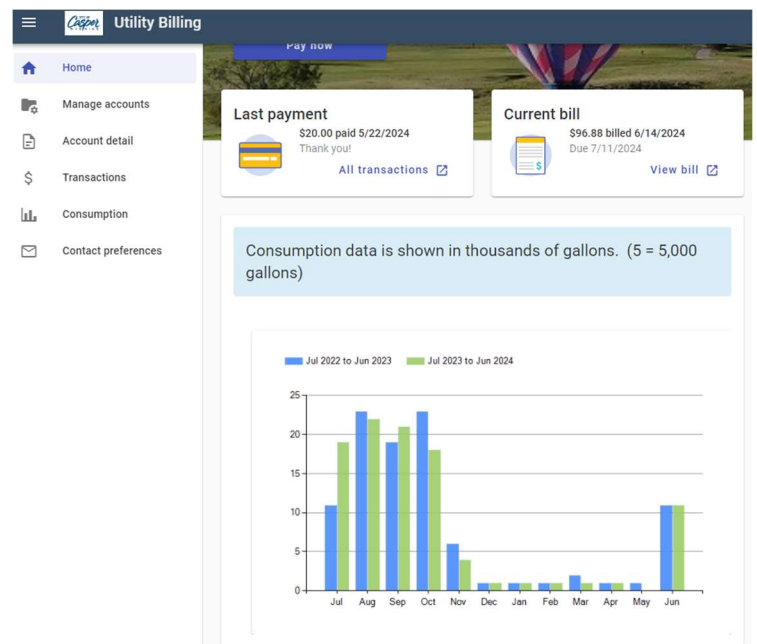
This feature provides a graph showing your monthly usage for this year and last year and a table showing the same information. The online graph shows the monthly usage in columns for the previous year next to the same month this year. Giving a side-by-side comparison of your usage, where the graph shown on your bill, shows the columns in chronological order, starting with one year prior.



How to use this feature

- **Option 1**
Step 1: Scroll down to the graph on the home page.
(See image to the right)
- **Option 2**
Step 1: Click the “Consumption” button.
(Circled in red above)

*Note all consumption values are listed in 1,000-gallon increments.
(5 = 5,000 gallons)





Fees and Other Payment Options

Payment options with Fees

- Online payments: <https://casperwy.municipalonlinepayments.com/casperwy/utilities>
 - E-check fee is \$1.95 per transaction
 - Debit/credit card transaction fee is 3.25% with a **minimum** of \$2.00
- Automated telephone payments are available 24/7. 1-888-757-9544
 - E-check is \$0.50 + e-check fee of \$1.95
 - Debit/credit card is \$0.50 + 3.25% with a **minimum** of \$2.00
- Pay in person via credit card at our temporary location 123 W 1ST ST Casper, WY 82601
 - Debit/Credit fee is 3.25% with a **minimum** of \$2.00

Free Payment Options

- EasyPay ACH set-up
 - Obtain the EasyPay form online at www.casperwy.gov or by contacting our Customer Service Staff at 307-235-8400 opt. 2
 - Complete the EasyPay form and submit the completed form along with a voided check to Customer Service Staff located at 123 W 1st Street Casper, WY 82601
- Pay in person via cash or check at our temporary location 123 W 1ST Street Casper, WY 82601
- Outside Drop Box via check ONLY
 - Located at the entrance to the parking lot at City Hall (200 N. David)- enter from the A street side.
 - These are picked up each morning M-F during normal business hours and excluding city holidays.
- Standard Mail via check ONLY- 200 N David Street Casper, WY 82601