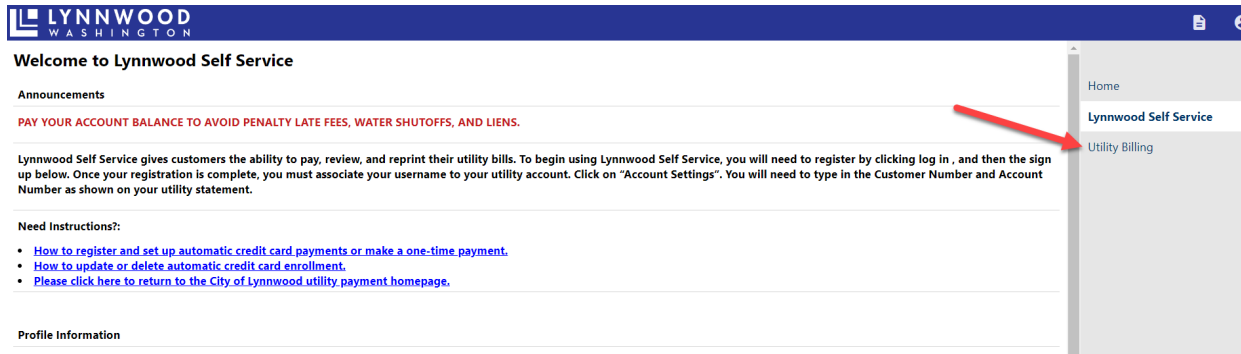
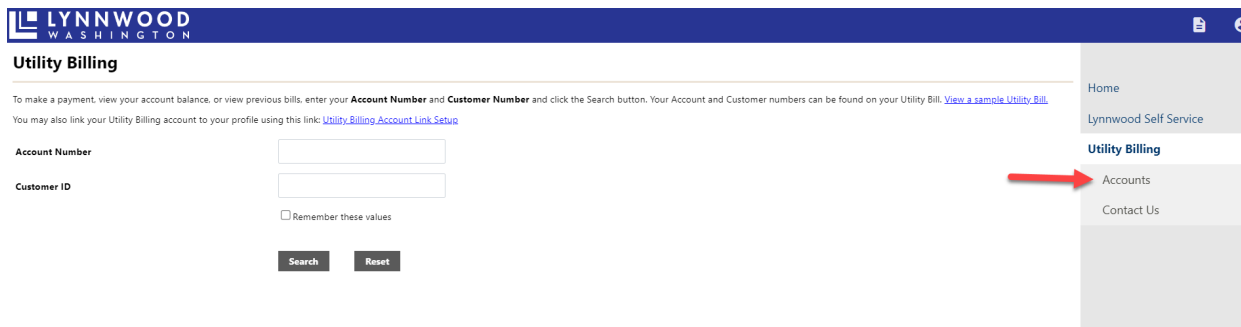


City of Lynnwood – Utility Billing Change or Delete Auto Pay

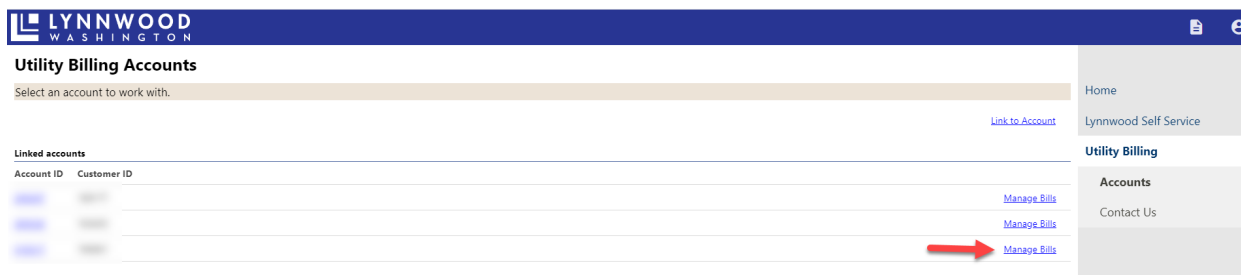
1. After logging into the Lynnwood Self Service page, click on **Utility Billing** from the right menu.



2. Click on **Accounts** to see the list of already linked accounts:



3. Click on **Manage Bills** under the account you need to edit:



City of Lynnwood – Utility Billing Change or Delete Auto Pay

4. Click on **Pay** after selecting the bill/s if you currently have an open bill, if you do not have any open bills, skip to step # 11 on page 6:

LYNNWOOD WASHINGTON

Utility Billing

Manage Bills [Account Summary](#)

Service Address _____

Account Number _____

As of

Outstanding Bills (bill years 2003 to 2025 only) [Show Past Bills](#)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>							Bill Details

Total Due: _____

[Pay](#)

select bills you would like to pay now, then click "Pay"

5. From the next screen, you are prompted to go through the steps for Automatic Credit Card Payments. To change or remove your credit card from an existing auto pay enrollment, click on the blue hyperlink **delete**.

LYNNWOOD WASHINGTON

Automatic Credit Card Payments

Manage your enrollments in the automatic credit card payment system (optional)

Schedule your payment to be automatically charged to your credit/debit card on your **Utility bill due date**. You will receive a receipt via email when your payment has been processed.

Enrollment status:

Not enrolled in automatic credit/debit card payments: You are not currently enrolled in automatic payments.

Pending: A manual credit/debit card payment with the card you would like to use for automatic credit/debit card payments is required to complete your enrollment.

Actively enrolled in automatic credit/debit card payments: Your credit/debit card will be charged on the due date of your Utility Bill for the full amount due.

If you need to change the card on file (including expiration dates) you will need to re-enroll in automatic payments and complete a manual payment with the new credit/debit card information.

Current enrollments

Bill Category	Account ID	Status
UB Services - General		Actively enrolled in automatic credit card payments

[delete](#)

[Continue](#) [Cancel](#)

6. You will see a message confirming you are now unenrolled from automatic payments:

LYNNWOOD
WASHINGTON

Automatic Credit Card Payments

Manage your enrollments in the automatic credit card payment system (optional)

The selected automatic payment enrollment was deleted.

Schedule your payment to be automatically charged to your credit/debit card on your **Utility bill due date**. You will receive a receipt via email when your payment has been processed.

Enrollment status:

Not enrolled in automatic credit/debit card payments: You are not currently enrolled in automatic payments.

Pending: A manual credit/debit card payment with the card you would like to use for automatic credit/debit card payments is required to complete your enrollment.

Actively enrolled in automatic credit/debit card payments: Your credit/debit card will be charged on the due date of your Utility Bill for the full amount due.

If you need to change the card on file (including expiration dates) you will need to re-enroll in automatic payments and complete a manual payment with the new credit/debit card information.

Current enrollments

Bill Category	Account ID	Status
UB Services - General		Not enrolled in automatic credit card payments. enroll

Continue **Cancel**

- a. If you want to cancel auto pay completely and pay your bill manually in the future, you can click **Continue** to make the manual payment.
- b. If you are no longer responsible for this account or don't want to make a manual payment at this time, click **Cancel** to go back to Manage Bills.

7. To setup a new credit card for auto pay enrollment, click the blue hyperlink **enroll** – a manual payment is required, see next step:

LYNNWOOD
WASHINGTON

Automatic Credit Card Payments

Manage your enrollments in the automatic credit card payment system (optional)

Schedule your payment to be automatically charged to your credit/debit card on your **Utility bill due date**. You will receive a receipt via email when your payment has been processed.

Enrollment status:

Not enrolled in automatic credit/debit card payments: You are not currently enrolled in automatic payments.

Pending: A manual credit/debit card payment with the card you would like to use for automatic credit/debit card payments is required to complete your enrollment.

Actively enrolled in automatic credit/debit card payments: Your credit/debit card will be charged on the due date of your Utility Bill for the full amount due.

If you need to change the card on file (including expiration dates) you will need to re-enroll in automatic payments and complete a manual payment with the new credit/debit card information.

Current enrollments

Bill Category	Account ID	Status
UB Services - General		Not enrolled in automatic credit card payments. enroll

Continue **Cancel**

City of Lynnwood – Utility Billing Change or Delete Auto Pay

- You will see a message showing that your enrollment is requested and pending a manual payment, to complete enrollment, click **Continue**:

LYNNWOOD
WASHINGTON

Automatic Credit Card Payments

Manage your enrollments in the automatic credit card payment system (optional)

! New enrollment was requested. You will need to complete at least 1 manual payment before full enrollment is established.

Schedule your payment to be automatically charged to your credit/debit card on your **Utility bill due date**. You will receive a receipt via email when your payment has been processed.

Enrollment status:

Not enrolled in automatic credit/debit card payments: You are not currently enrolled in automatic payments.


Pending: A manual credit/debit card payment with the card you would like to use for automatic credit/debit card payments is required to complete your enrollment.

Actively enrolled in automatic credit/debit card payments: Your credit/debit card will be charged on the due date of your Utility Bill for the full amount due.

If you need to change the card on file (including expiration dates) you will need to re-enroll in automatic payments and complete a manual payment with the new credit/debit card information.

Current enrollments

Bill Category	Account ID	Status	
UB Services - General		Enrollment pending completion of a manual payment.	delete


 **Continue** **Cancel**

- From the next page, you can change the amount of the payment on the bill, or let it default to the full amount due, then click **Continue**:
 - Note:* Auto Pay will only charge the amount due for the current bill on the due date, any previous charges need to be paid manually.

LYNNWOOD
WASHINGTON

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2023						\$ <input type="text"/>

 **Continue** **Cancel**

City of Lynnwood – Utility Billing Change or Delete Auto Pay

- 10. The last step is to complete the manual payment through Bridgepay, our secure credit card processor:
 - a. A receipt will be emailed to you after completion of your payment.

BILLING INFORMATION

Time left: 9 minutes, and 35 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip: /

Phone:

Email:

Total Amt:

Description:

This section will auto-populate from account information, change as needed

PAYMENT INFORMATION



Payment Method:

Card Number:

Exp. Date: /

Security Code: [What is this?](#)

I'm not a robot 



City of Lynnwood – Utility Billing Change or Delete Auto Pay

- 11. If you do not currently have any open bills and want to change or delete your auto pay enrollment, follow these steps:
 - a. Go to Utility Billing > Manage Bills on the right-hand menu, click on **Show Past Bills**:

LYNNWOOD WASHINGTON

Utility Billing
Manage Bills [Account Summary](#)

Service Address [Redacted]
Account Number [Redacted]
As of 05/31/2023

Outstanding Bills (bill years 2003 to 2025 only) [Show Past Bills](#) ▾

There are no outstanding bills for this account.

Home
Lynnwood Self Service
Utility Billing
Accounts
Manage Bills
Account Summary
Contact Us

- b. Click on **Bill Details** from one of these recent bills:

Outstanding Bills (bill years 2003 to 2025 only) [Hide Past Bills](#) ▾

There are no outstanding bills for this account.

Past Bills

Bill	Bill Date	Post Date	Total Paid	Details	Type
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Bill Details	
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Bill Details	
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Bill Details	

- c. See the enrollment status under the Bill Detail; to make changes, click on the blue hyperlink **details**:

LYNNWOOD WASHINGTON

Utility Billing
Bill Detail [Account Summary](#) | [Manage Bills](#)

Bill number [Redacted] [View bill image](#)

As of 05/31/2023
Bill Date [Redacted]
Pay By [Redacted]

Automatic Payments Automatically enrolled in automatic credit card payments [details](#)

City of Lynnwood – Utility Billing Change or Delete Auto Pay

- d. Click either Update or Delete Enrollment on the pop-up window:
 - i. If you click Update, you will need to click OK on the pop-up to be taken to our secure credit card payment processor, Bridgepay and Update your card information, if you click Delete, you will be asked to confirm and see your status change.

Schedule your payment to be automatically charged to your credit/debit card on your **Utility bill due date**. You will receive a receipt via email when your payment has been processed.

Enrollment status:

Not enrolled in automatic credit/debit card payments: You are not currently enrolled in automatic payments.

Pending: A manual credit/debit card payment with the card you would like to use for automatic credit/debit card payments is required to complete your enrollment.

Actively enrolled in automatic credit/debit card payments: Your credit/debit card will be charged on the due date of your Utility Bill for the full amount due.

If you need to change the card on file (including expiration dates) you will need to re-enroll in automatic payments and complete a manual payment with the new credit/debit card information.

Automatic Credit Card Payment Settings

Customer/Owner	[REDACTED]
Payment method	Credit Card
Bill type	UB Services - General
Enrollment status	Actively enrolled in automatic credit card payments

Update **Delete Enrollment** **Close**

lss.lynnwoodwa.gov says

You will be redirected to the payment gateway, where you will be prompted to enter information for the new credit card that will be charged when processing automatic payments for this Customer, Bill Category, and Account combination.
Would you like to continue?

