

**Electric City Utilities
On – Line Bill Pay
Frequently Asked Questions**

- 1. Is there a fee to use your credit card and pay on- line?**
There is not a fee to use your credit card and pay on-line.
- 2. Where to do you go to pay – on line?**
Customers may pay their bill on line by clicking on the “Pay your bill on-line” link from the www.cityofandersonsc.com website.
- 3. Do I have to log in to pay my utility bill?**
No, you do not have to log in. As long as you have either (1) your account number and service address zip code or (2) the service address phone number and social security #, you may pay your bill without setting up a user account. Log in’s are encouraged if customers are paying multiple accounts such as property management companies.
- 4. I do not want to pay my bill on-line, but I would like to see my usage history. Is this possible?**
Yes, as long as you have either (1) account number and service address zip code or (2) the service address phone and social security #. You can then request billing history and it will show you your usage history.
- 5. What if my bill is past due, can I still pay on-line?**
If your service is past due, please call our office at 260-6347 ext 1439, during regular business hours, to process your credit card payment over the phone, to ensure you are not disconnected. If you choose to pay a delinquent bill on-line, please allow 48 hours for processing.
- 6. What if my bill has already been disconnected, can I still pay on-line?**
If you have been disconnected, please call our office at 260-6347 ext 1439, during regular business hours, to process your credit card payment over the phone, in order to get reconnected. If you choose to pay a disconnected bill on-line, please allow 48 hours for processing.
- 7. How can I tell if my bill is past due?**
All bills have a set bill date with a corresponding set due date. Based on your bill date, you can see the due date below. The due date is also reflected on your paper bill.

Set Bill Date	Set Due Date
7th	26th
14th	3rd
21st	10th
28th	17th