



FOR IMMEDIATE RELEASE

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UTILITY BILLING ONLINE CUSTOMER CHANGES

CHANGE OF SERVICE PROVIDERS

FEBRUARY 3, 2023 - KLAMATH FALLS, OR The City of Klamath Falls Utility Billing Division is transitioning to a different online provider. This change in online service providers requires our current online customers to sign up for a new online account. New online accounts must be set up **prior to February 15th to continue to have the auto pay function.**

The old site will be shut off at **4:00 p.m. on February 14th**. Please create the new online account on the new site by that date. If you need assistance setting up your new account, please come into the Utility Billing Office located at 222 South 6th Street or call our offices at (541) 883-5301 and staff will be happy to assist you in this process.

The new provider website is: www.online-billpay.com

Thank you for your patience and understanding as we work through this process in efforts of providing more efficient services to our customers. Again, new account registration must be completed prior to February 15th or your account will not be on auto pay and; therefore, will not be paid. You will have to mail a check or call in to the Utility Billing Office to make your payments until you have set up your information online.