

HOW TO:

Set Up Automatic Recurring Payments

What are Automatic Recurring Payments/AutoPay?

Public Utilities' Automatic Recurring Payments is a free service that ensures your bill is always paid on time. With each billing cycle, the amount due is automatically withdrawn from your bank account on the due date. You will still continue to receive a bill. Please note that you cannot enroll in automatic recurring payments if you have an overdue balance on your account.

How Do I Sign Up?

1. Go to <https://water.vbgov.com/public/SpeedpayVBLogin.aspx>
2. Enter your account number (with the three leading zeroes and no dashes) and your zip code. Click 'Log In'.

City of Virginia Beach Virginia
A Community for a Lifetime

Public Utilities Online Services

Login to Speedpay

Please enter your 16-digit Public Utilities Account Number and Service ZIP code in the fields below.

Account Number: 0009999990999999

Service Address ZIP Code: 00000

Log In

ENTER

3. At the top of the page, select the 'AUTOPAY' icon. A notification message will appear. Click 'OK'.

PAY BILL PROFILE AUTOPAY PAY-BY-TEXT

Autopay ACCOUNT NUMBER:

Notification

Enroll in Autopay Plan - Free Service.
With the Autopay plan, we will automatically debit your account on the bill due date for the total amount due stated on the bill.

OK

SERVICE ADDRESS

ZIP CITY STATE

Mailing Address is the same as Service Address

4. On the **Personal Information** page, verify your name and service address. If your mailing address is the same as your service address, check the 'Mailing Address is the same as Service Address' box. You do not need to click 'Show Mailing Address'. If your mailing address is different than your service address, click 'Show Mailing Address.' A drop-down field will appear and you will enter your mailing address. Enter your email address (in order to receive notification 5 days prior to account withdrawal and again after the payment is withdrawn) and enter/verify your phone number. Click 'NEXT STEP'.

5. On the **Payment Method** page, enter your banking information. You cannot enter credit card information for AutoPay. Click 'NEXT STEP'.

6. On the **Schedule and Amount** page, select the frequency, start date (do not select today's date if your bill is due today), and end method. We recommend selecting 'Until Canceled'. With this option, payments will automatically stop being withdrawn once your account with us is closed. If you decide to choose a specific date to end automatic payments, please make note of that date so you remember to begin making manual payments. Enter your email address (in order to receive notification 5 days prior to account withdrawal and again after the payment is withdrawn). Click 'SUBMIT'.

7. Print the **Confirmation** page for your records.