

City of Newport Utility Customer:

The City of Newport changed its payment provider to Xpress Bill Pay **on June 25, 2025**. Xpress Bill Pay is the premier local government and service district payment provider. **In order to pay your bills online, utilize auto pay or paperless billing, you will need to sign up for an account with Xpress Bill Pay by visiting XpressBillPay.com**. We apologize for the inconvenience of having to create a new login and password, but after evaluation, it was determined that Xpress Bill Pay has the ability to offer stronger services and benefits to the Newport community while also streamlining our internal Finance processes.

Below is an FAQ that will help guide you on how to sign up and other questions you may have. After the Q&A are step-by-step instructions on signing up on Xpress Bill Pay. You may also reach out to Xpress Bill Pay support with any questions as they have expert technicians ready to assist you in switching over and any questions you may have.

Xpress Bill Pay Support:

Phone: 385-218-0343

Email: support@xpressbillpay.com

Website: www.XpressBillPay.com

Frequently Asked Questions:

How do I sign up for Xpress Bill Pay?

-Visit XpressBillPay.com and create a username and password that will then connect to your utility account. A step-by-step guide on how to sign up along with screen shots follows this FAQ.

Can I get help signing up on the phone?

-Xpress Bill Pay offers full customer support during normal business hours, including assistance with signing up and enrolling in auto pay and paperless billing. You can call them directly at 385-218-0343, email them at support@xpressbillpay.com, or reach them through XpressBillPay.com.

Why are you switching to Xpress Bill Pay?

-We are glad you asked! Xpress Bill Pay offers a number of conveniences both for the City of Newport's Finance team as well as the Newport community. A number of new features and ways to pay will be introduced over the next year, expanding our offerings to you, our Newport community. Xpress Bill Pay also integrates with the City's accounting software and WaterSmart much better than our previous provider.

What services are being added?

-Immediate services being added are online payment for business license renewal, full customer service support through Xpress Bill Pay, the ability to use Discover Card, the ability to pay multiple utility accounts with one transaction, and real-time updates to your accounts both on your end and our end. In time we will also add in online permitting and online payment for transient lodging tax.

Will I be charged for the change to Xpress Bill Pay?

-There are no added fees to you, the customer, for this switch. But there are plenty of benefits!

Do I have to pay online or can I still pay with cash or check?

-You can still pay your utility bills with cash or check in person at City Hall, or with check via mail or the drop box outside City Hall. If you prefer to pay with these methods, you will see no change to your billing services.

Can I pay by phone?

-Yes. Xpress Bill Pay has a dedicated phone number for you to call to either pay through an automated system OR with a live customer service representative during normal business hours. The number is 888-602-8715.

Will my WaterSmart login information still work?

-Yes. Your WaterSmart login information will still work, but you will need to create a new login with Xpress Bill Pay as their software is now linked to Xpress Bill Pay. At the time of sending this email, WaterSmart is experiencing technical difficulty, so we encourage you to sign up directly through XpressBillPay.com.

Do I need to re-enroll in Auto Pay?

-Yes. You will need to re-enroll in Auto Pay if you prefer that method. We apologize for this inconvenience.

Do I need to re-enroll in paperless billing?

-Yes. You will need to re-enroll in paperless billing as well if you prefer that method. Again, we apologize for any inconvenience.

Why can't you just move my current information from Invoice Cloud to Xpress Bill Pay?

-Legally we are not authorized to make such a change with customer information and data. This is for the protection of your personal information.

Why isn't my full bill history showing up?

-As we upload more past bills to Xpress Bill Pay, you will see the history of your account and payments also show up. This can be a time-consuming process. Eventually, you will see a more complete billing history in your account. We apologize for any inconvenience.

Will the auto pay I have currently set up be charged again?

-No. We terminated our contract with Invoice Cloud, which includes disabling their auto pay function. From this moment forward, you should not have any charges through Invoice Cloud. As a safeguard, we recommend contacting your bank to also let them know we have switched payment providers.

Thank you – City of Newport Finance Team (Step-By-Step Guide on Next Page)

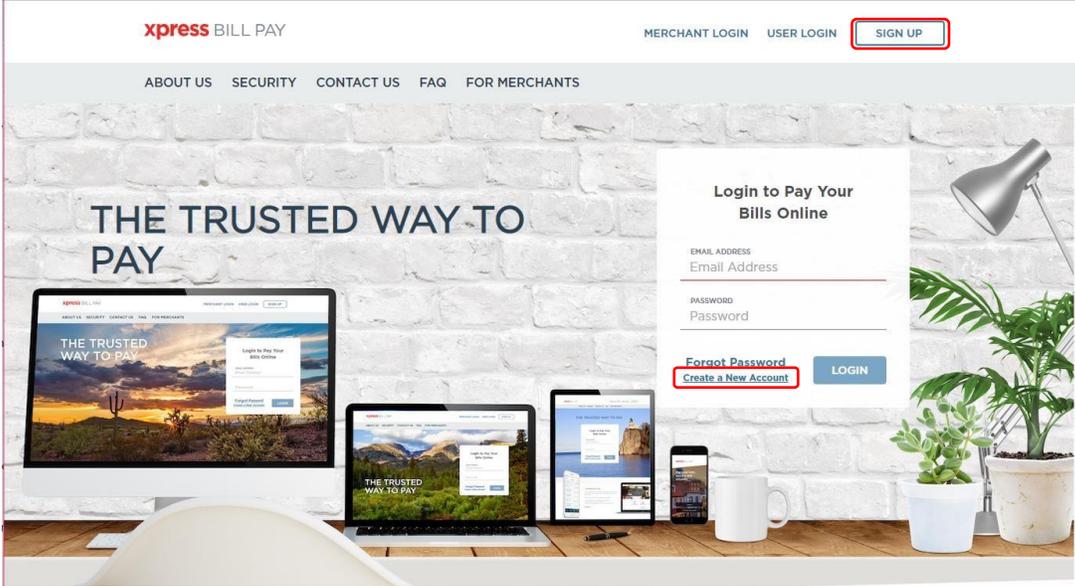
Setting Up a New Account

First, go to www.xpressbillpay.com.

Make sure Private Browsing Mode is off.

The website does not work outside of the US and Canada for security reasons.

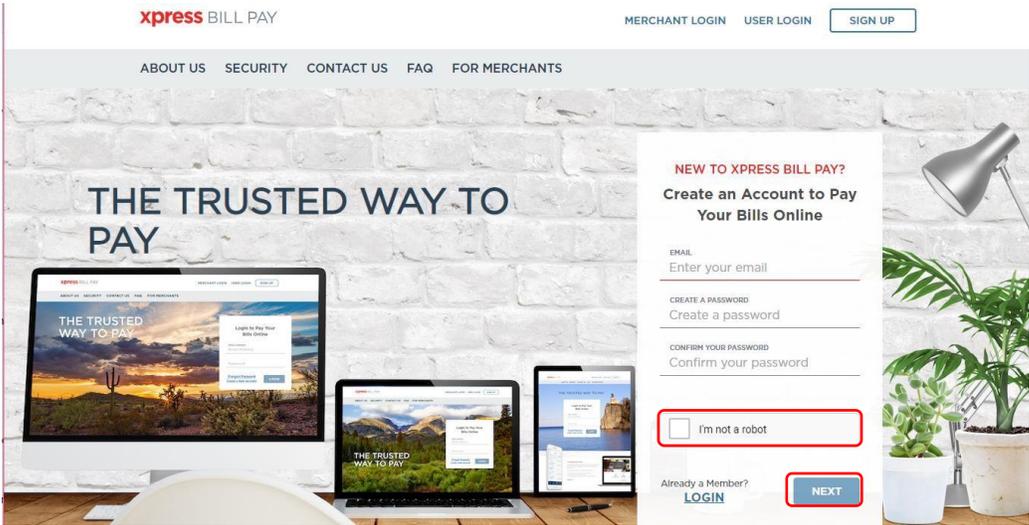
Select the **Sign Up** button in the upper right-hand corner of the screen, or click on **Create a New Account** under the login area. If you already use Xpress Bill Pay for a different organization, you do not need to create a new account. You can add additional bills to your existing account.



Enter a valid email address, and create a password, that is at least 8 characters long and contains at least 1 uppercase letter, at least 1 lowercase letter, and contains at least 1 special character. Enter the password again for confirmation.

Click the **I'm Not a Robot** box. If the Captcha test pops up, follow the instructions stated. You may need to cycle through a few sets of pictures before the system allows you to proceed.

Click **Next**.



Adding Your Account

Under the **Add Account** option, enter your billing organization (the city or utility company your bill is from). Some organizations may be listed underneath the search box, based on your zip code. If you see your organization listed, click on it. Otherwise, enter the organization name, city, State, or zip code, and click **Search**. This will pull up a list of possible organizations. Click on the organization to proceed.

ADD ACCOUNT ACCOUNTS AUTO PAYS PENDING PAYMENTS XPRESS WALLET HISTORY

Add New Account Step 1 of 3

Find your billing organization:

Xpress Bill Pay **Search**

Billing organizations founded as search (1):

xpress BILL PAY Xpress Bill Pay
Provo, UT

Next, you need to enter the account number and last name or business name on the bill, and click **Locate Account**. If you are a tenant, you may need to enter your landlord’s last name.

ADD ACCOUNT ACCOUNTS AUTO PAYS XPRESS WALLET HISTORY

Add New Account Step 2 of 3

Enter the following information as it appears on your Xpress Bill Pay bill:

Bill Type A/R
 Monthly Billing
 Utility Test

Account Number 11

Last Name or Business Name Lehi City

◀ Back **Locate Account**

You may be asked for additional information on the bill, and to select **Take over payment** or **Add me as a payer**. This means that your account number is already linked to another online account, such as in cases of landlord/tenant accounts. Tenants should select **Add me as a payer**, and new owners should select **Take over payment**.

Add New Account Step 3 of 3

Utility Account # 2.6251.01 for City of Steamboat Springs

This account already has a payer. You can add yourself as an additional payer or take over payments from the previous owner.

 Add me as a payer

Enter the following information to verify the account

Service street address as it appears on the current bill

Enter street address

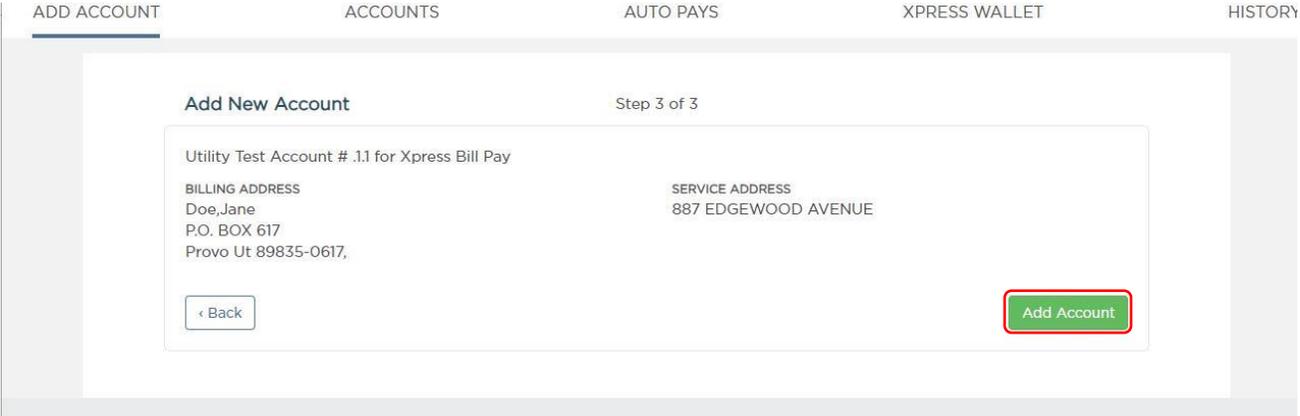
Amount due on the current bill

Enter amount due

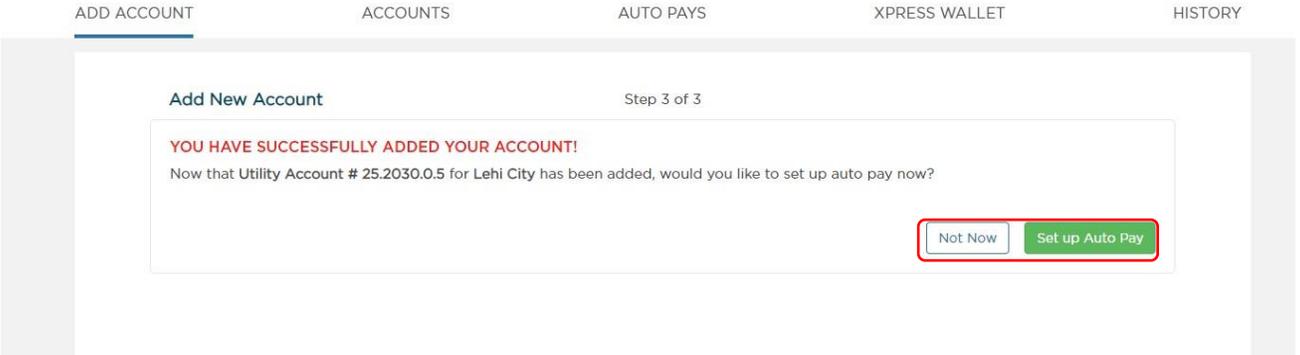
The existing payer will be notified that you are being added as a payer on this account.

◀ Back Opt in for Paperless **Add Account**

The information for the specified account will populate. If the information is correct, click the green **Add Account** button. This will link the bill to your account to view and pay.



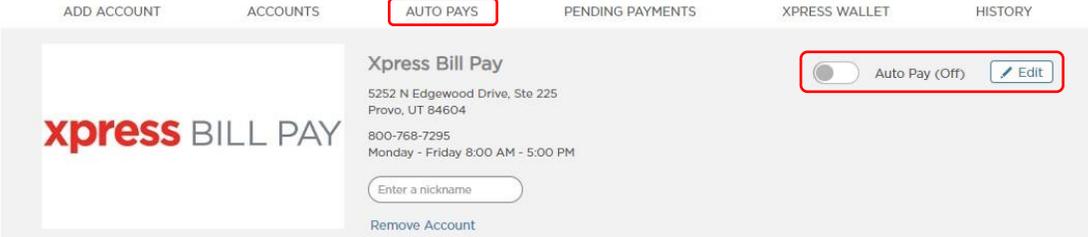
You will also be asked if you want to set up Auto Pay, or you can click **Not Now** (you can still set it up at a later time).



Once your bill is linked, it will be listed under the **Accounts** tab on the top menu bar.

Auto Pay Setup

To set up Auto Pay, click on the Auto Pay toggle on the **Accounts** page. You can also click on the **Auto Pays** tab, and set it up from that screen.



Part 1 of the Auto Pay setup is **Schedule**. On this screen, you can select the Auto Pay to run based on the due date (0-5 days before the due date). Having the Auto Pay run based on the due date can help ensure there are no accidental late payments.

You can also schedule the Auto Pay to run on a set day each month by clicking the **Based on a Calendar Date** option. This option can be scheduled to run monthly, bi-monthly, quarterly, semi-annually, or annually, after the start date.

You can also set up an end date for the Auto Pay (optional). Click **Next**.

The screenshot shows the '1. Schedule' step of the Auto Pay setup. At the top, there are five tabs: '1. Schedule' (highlighted with a red box), '2. Amount', '3. Method', '4. Notifications', and '5. Summary'. The main content area is titled 'PAYMENT SCHEDULE' and includes the 'xpress BILL PAY' logo and 'Account #: 11'. There are two radio button options: 'Based on Due Date (Recommended)' and 'Based on Calendar Date'. The 'Based on Due Date' option has a dropdown menu set to '0' days before the bill due date. The 'Based on Calendar Date' option has a dropdown menu set to '1st' day of the month. Below this is a 'PAYMENT FREQUENCY' section with radio buttons for 'Monthly', 'Bi-Monthly', 'Quarterly', 'Semi-annually', and 'Annually'. At the bottom, there is an 'END AUTO PAY' section with radio buttons for 'Continue until I cancel' and 'Continue until [calendar icon]'. A note at the bottom states: 'An optional "End Date" can be specified if you are planning on discontinuing your service. Otherwise, leave the "Continue until I cancel" option selected.' At the bottom right, there are 'Close' and 'Next >' buttons.

Part 2 of the Auto Pay setup is **Amount**. Here you can select **Pay Full Bill Amount**, which will pay the full amount due on the bill each time the Auto Pay runs. You can also set a Safety Limit amount. The Auto Pay will never run for more than the Safety Limit amount.

You can also select **Pay Set Amount**, if you want to pay the same amount each month. When this option is selected, the Auto Pay will run for that amount each month, even if no bill is due. Click **Next**.

The screenshot shows the '2. Amount' step of the Auto Pay setup. At the top, there are five tabs: '1. Schedule', '2. Amount' (highlighted with a red box), '3. Method', '4. Notifications', and '5. Summary'. The main content area is titled 'PAYMENT AMOUNT' and includes the 'xpress BILL PAY' logo and 'Account #: 11'. There are two radio button options: 'Pay Full Bill Amount' and 'Pay Set Amount'. The 'Pay Full Bill Amount' option has a 'Safety Limit' toggle switch and an 'Enter Limit Amount' input field. The 'Pay Set Amount' option has an 'Enter Set Amount' input field. At the bottom left, there is a '< Back' button. At the bottom right, there are 'Cancel' and 'Next >' buttons.

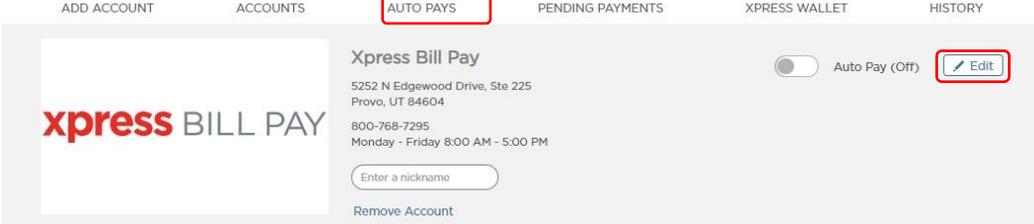
Part 3 of the Auto Pay setup is **Method**. This is where you specify your payment method for your Auto Pay. You can pay by bank account or debit/credit card.

Hit the drop-down box labelled **Primary Payment Method** and select either **Add Primary Payment Method** or select a previously saved payment method. You can also set up backup payment methods. Please note that credit/debit cards will need to be updated when you receive a new card for any reason, such as a new expiration date.

Step 4 of the Auto Pay setup is **Notifications**. This allows you to set up your notification preferences. To turn off/on specific notifications, click on the toggle buttons. You can also enter an additional email here if you need the Auto Pay notifications to go to multiple email addresses.

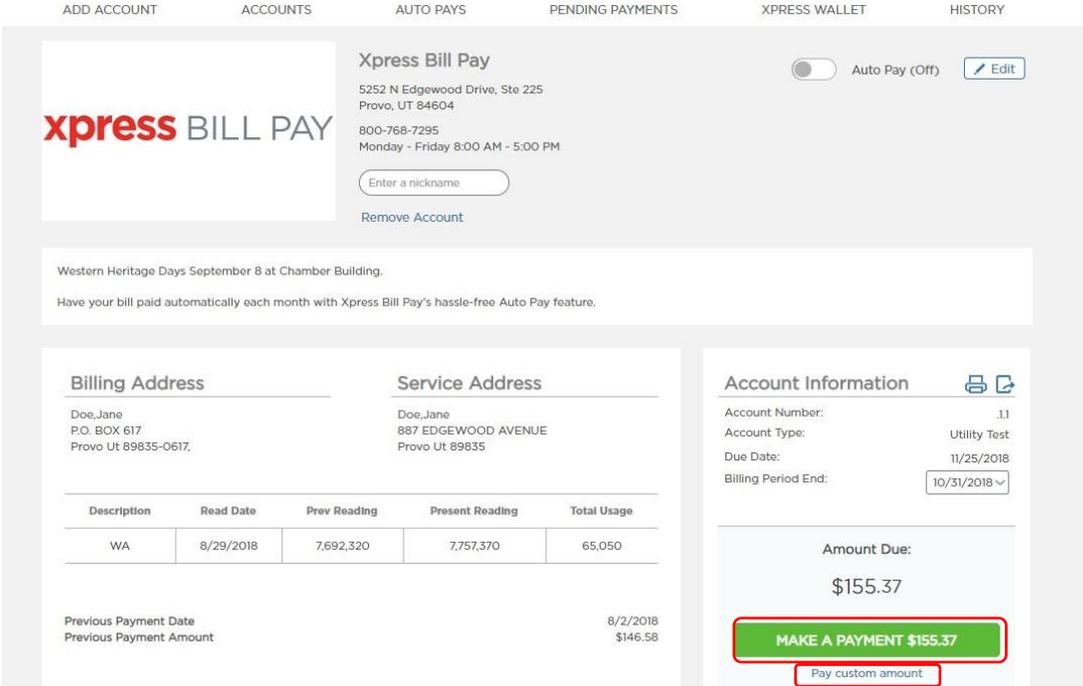
Part 5 is the **Summary**. Verify that the information is correct, then click **Save Changes**. Your Auto Pay will now be active, and run until you cancel it, or until the specified Auto Pay end date is reached. Please note that after 3 consecutive failed credit card payments, or one failed eCheck payment, the Auto Pay will automatically disable.

Once your Auto Pay is set up, you can edit any of your settings by clicking on the “Auto Pay” tab on the menu bar, and then select **Edit**. You can also disable the Auto Pay at any time.



Making a Payment

To make a payment, click on the green **Make a Payment** button. You can also click **Pay Custom Amount** if you want to make a payment for more or less than what is due on your bill. Please note that if you choose not to pay your full bill amount, you may be susceptible to late fees from your billing organization.



On the next screen, click **Proceed to Checkout**.

« Back to Bills

Bill Cart

Cart Contents

Xpress Bill Pay
Utility Test

ACCOUNT #: 11 DUE: 11/25/2018 AMOUNT: 155.37

887 EDGEWOOD AVENUE
Provo Ut 89635

Remove | Full Amount

Remove All | Add More Bills to the Cart

Cart Summary

Total Amount:
\$155.37

- PAY NOW
- SCHEDULE PAYMENT ON

Proceed to Checkout

Then, enter a payment method. Once the payment method is entered, it will be encrypted and stored in the **Xpress Wallet** for future use. Then, click **Review and Confirm**.

Accepted Pay Method(s)



Select Pay Method

Select Pay Method

Add New Payment Method

CONFIRM Cancel

Select Payment Type

Bank Account (Recommended)

* Choose Type * Choose Category

Routing Number

* Enter Routing Number

Account Number

* Enter Account Number

Verify Account Number

* Re-Enter Account Number

Need help?



Billing Information

First Name

Last Name

Billing Address

City

Provo

State

Utah

ZIP

94601

Contact Information

Phone Number

Email Address



Payment Amount:
\$155.37

CONFIRM

Payment Amount:

\$155.37

Review and Confirm

« Back to Home  

SUCCESS!

Your payment has been submitted.
Here is your receipt.

11/21/2018 2:15 PM

Confirmation Number: 52723291

Item	Amount
Xpress Bill Pay Account Number: 11 Transaction Number: 94873804XA	\$155.37
Total	\$155.37

Pay Method: US BANK NA ****3456

One-Time Future Payments
Click **Submit Payment**.

Review & Confirm

Payment Information

Items	Amount
Xpress Bill Pay Utility Test for #.1.1 at 887 EDGEWOOD AVENUE	\$155.37
Statement Total	\$155.37

[Submit Payment](#)

By clicking Submit Payment, you are agreeing to pay the above amount.

If your payment is successful, you will see a receipt page with a confirmation number. You can print or download this receipt for your records by clicking on the **Print** or **Download** icons in the top corner of the receipt. Payments made on Xpress Bill Pay are also kept on file under the **History** tab.

To schedule a one-time future payment, simply click on the **Schedule Payment On** option, rather than the **Pay Now**, and select a date for your payment. Then proceed with payment as noted above. Please note that if you schedule your future payment for a date after your due date, you may be subject to late fees.

Bill Cart

Cart Contents

Xpress Bill Pay
Utility Test
887 EDGEWOOD AVENUE
Provo UT 89835

ACCOUNT #: 11 DUE: 11/25/2018 AMOUNT: 155.37

Remove | Full Amount

Remove All | Add More Bills to the Cart

Cart Summary

Total Amount:
\$155.37

PAY NOW

SCHEDULE PAYMENT ON
Nov 22, 2018

Proceed to Checkout

Scheduled!

You have a pending one-time payment.

Payment will be processed on: 11/28/2018
BETH BROOKS
Confirmation Number: 52913114

Item	Amount
Xpress Bill Pay Account Number: 11	\$155.37
Total	\$155.37

The pending payment receipt says **Scheduled**. You will receive notice on the date the payment processes via your email address.

Once your payment is scheduled, a **Pending Payments** tab will appear on the main menu bar, which will show any pending payments, and allow you to **Pay Now**, **Edit**, or **Delete** your pending payments.

ADD ACCOUNT ACCOUNTS AUTO PAYS **PENDING PAYMENTS** XPRESS WALLET HISTORY

Pending One-Time Payments

	SCHEDULED DATE	AMOUNT	PAYMENT METHOD	
Xpress Bill Pay Account #: 11 Utility Test	11/28/2018	\$155.37	Bank ****3456	<input type="button" value="PAY NOW"/> <input type="button" value="EDIT"/> <input type="button" value="DELETE"/>

To schedule another payment, add an ACCOUNT to the cart and checkout with a future date.

To view or setup recurring payments, visit the AUTO PAYS tab.

Linking Additional Accounts

You can add additional bills to your account, as long as the organization is contracted with Xpress Bill Pay. The **Nickname** box near the top of the account page is an optional feature which allows you to nickname different accounts to help keep track of multiple bills. You can also remove the account from this page by clicking **Remove Account**.

City of Anytown

123 ANY STREET
ANYTOWN, AZ 85253
800-123-4567
Customerservice@anytown.com
Monday - Friday 8:00 AM - 4:30 PM

Auto Pay (Off)

Paperless (Off)

City Logo

To add additional bills, go to the **Add Account** tab.

Locate your bill the same way you added your first account. When you have multiple bills linked, the main page after logging into your account will show a list of all your linked bills. To view your bill details from this page, click on the **View Bill**, button. Note that you can proceed to the payment screen from this page as well by clicking the green **Pay** button.

You can also get to Auto Pay setup from this page by clicking **Set up Auto Pay**.

ADD ACCOUNT **ACCOUNTS** AUTO PAYS XPRESS WALLET HISTORY

SEARCH

SELECT ALL

	DUE DATE	AMOUNT DUE	
<input type="checkbox"/> Lehi City <input type="checkbox"/> Account #: 25203005 Utility <input type="button" value="View Bill"/> <input type="button" value="Set up Auto Pay"/>	5/25/2017	\$0.00	<input type="button" value="PAY"/>
<input type="checkbox"/> Xpress Bill Pay <input type="checkbox"/> Account #: 11 Utility Test <input type="button" value="View Bill"/> <input type="button" value="Set up Auto Pay"/>	11/25/2018	\$155.37	<input type="button" value="PAY"/>

Account Settings

To access the **Account Settings**, click on your name in the top right corner, next to the person icon. Then click **Account Settings** from the drop-down.



In your **Account Settings**, you can update your email, phone number, and address.

You can also update your notification preferences, and you can also change your password, remove your Xpress Bill Pay account (which deletes your online Xpress Bill Pay account entirely), or remove any of your bills (which removes only the specified bill from your account).

Contact Information

Update all my Wallet and Auto Pay Information

Account Type:	Personal	Edit
Name:	Beth Brooks	Edit
Email:	bbrooks@xpressbillpay.com	Edit
Phone:	(801) 376-3416	Edit
Mobile Number:	(801) 376-3416 ✔	Edit
Billing Address:	123 W 500 N Provo, UT 94601	Edit

Notification Settings

Statement Notifications:

Email

Text Message

Auto Pay Notifications:

Email

Text Message

Payment Notifications:

Email

Text Message

Security

Password: [Change Password](#)

Account

Remove Xpress Bill Pay Account: [Remove My Account](#)

Bills

Remove Account:

Xpress Bill Pay	
Account#: 11 (08888)	Remove Account

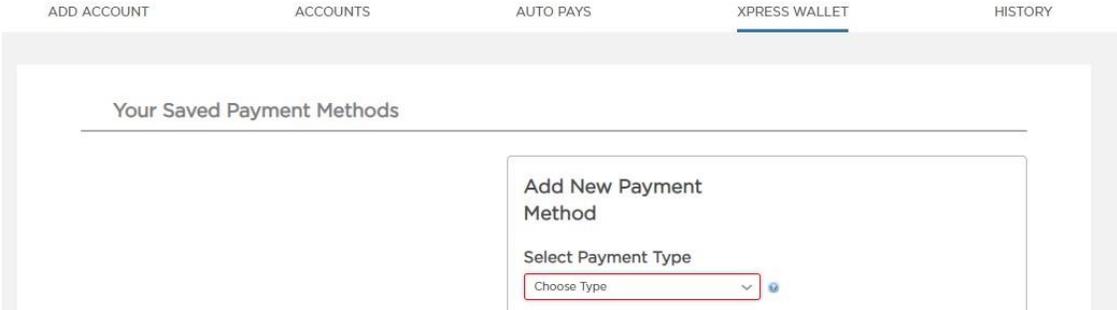
Note that this information is private to your Xpress Bill Pay account, and updating your information in your Account Settings does not notify the billing organization of any changes.

Xpress Wallet

The **Xpress Wallet** is a safe, secure storage for your saved payment methods. Once payment methods are entered and stored, they will be encrypted, and available to identify by the last four numbers of the card or bank account. Saving methods in your Xpress Wallet not only saves time when making future payments, it is safer than entering your payment method each time, as most credit card theft online happens at the point of entry.

You can edit any of your stored payment methods in the Xpress Wallet, and also delete any of your saved payment methods.

To save your payment method, first select the type from the drop-down menu and enter the required information. Once the form is filled out, click **Save**.



Add New Payment Method SAVE × Cancel

Select Payment Type
Bank Account (Recommended)

* Choose Type * Choose Category

Routing Number
* Enter Routing Number

Account Number Verify Account Number
* Enter Account Number * Re-Enter Account Number

Need help?

Billing Information

First Name Last Name
Jane Doe

Address City
5252 Edgewood Drive Provo

State ZIP
Utah 94601

Contact Information

Phone Number Email Address
(800) 720-6847 testing@test.com

PCI Security Standards Council
PCI Compliant (Payment Card Industry) Verified Quarterly

SAVE

Add New Payment Method SAVE × Cancel

Select Payment Type
Credit/Debit Card

Card Number
* Debit/Credit Card Number

Name on Card
* Enter Name on Card

Expire Month Expire Year
* Month * Year

Security Code Need help?

* Enter Security Code

Billing Information

First Name Last Name
Jane Doe

Address City
5252 Edgewood Drive Provo

State ZIP
Utah 94601

Contact Information

Phone Number Email Address
(800) 720-6847 testing@test.com

PCI Security Standards Council
PCI Compliant (Payment Card Industry) Verified Quarterly

SAVE

History

Under the **History** tab, you can view past payments made on Xpress Bill Pay under the **Payments** tab.

ADD ACCOUNT ACCOUNTS AUTO PAYS XPRESS WALLET **HISTORY**

History

Search Options

Jump to Month:
Select month ▼

View Range:
Start Date [calendar] to End Date [calendar]

Clear Options

Payments Bills/Statements

NAME	DATE	AMOUNT
Xpress Bill Pay Payment Voided for Checking ****3456 Account No#: 11 View Details	Nov 21, 2018	\$0.00 <small>view receipt</small>

You can also view up to 24 months of your **Bills/Statements** from the billing organization. To narrow your search, you can fill in a date range under the **Search Options**. Previous statements can be downloaded and printed by clicking on the organization name.

ADD ACCOUNT ACCOUNTS AUTO PAYS XPRESS WALLET **HISTORY**

History

Search Options

Jump to Month:
Select month ▼

View Range:
Start Date [calendar] to End Date [calendar]

Clear Options

Payments **Bills/Statements**

NAME	BILL DATE	DUE DATE	AMOUNT
Xpress Bill Pay Utility Test Account #: 11	Oct 31, 2018	Nov 25, 2018	\$155.37
Xpress Bill Pay Utility Test Account #: 11	Aug 31, 2018	Sep 15, 2018	\$155.37
Lehi City Utility Account #: 25203005	Apr 30, 2017	May 25, 2017	\$108.48

Support

Our Support team is happy to assist you with anything you may need.

support@xpressbillpay.com

Payment Center/Technical Support: 385-218-0343

When to Contact Xpress Bill Pay Support

- Help with account setup.
- Assistance with or questions about Auto Pay.
- Help making payments.
- You aren't receiving Xpress Bill Pay email notifications.
- Any questions navigating www.xpressbillpay.com.

When to Contact the Billing Organization

Xpress Bill Pay is a third-party payment company. You may need to contact the city or utility company directly. We can also transfer you to the organization, if you don't have their contact information.

- When cancelling your utility service.
- When updating your mailing or billing address.
- To add or remove a name from your utility account.
- When your bill is incorrect.
- To inquire regarding fees on your account.
- To request a refund or a void on a payment.