

How do I sign up to receive my statement electronically?

It's easy. From the login page, select "Click here to enroll." At the Authentication page, enter the Account Name, Account Number and Billing ID from your last mailed statement and follow the prompts.

Authentication

Enter Account Holder Name and Billing ID exactly as it appears on your last mailed statement.

Account Holder Name:

Billing ID:

Start

Cancel

We will be relocating soon and want to receive our statements electronically. Do I have to wait for my first mailed statement in order to sign up to do so?

No. We can enable eBill when your account is created by providing a username and temporary password. Thank you for asking!

Will my statement be e-mailed to me?

No. For security purposes your statement can only be accessed through our secure web portal. You will be notified via e-mail with a link to the login page whenever a new statement is available.

What if I don't receive the notification e-mail?

Following enrollment for eBill you will receive a confirmation e-mail. Should you not receive the confirmation e-mail, first check your spam folder and adjust spam settings to allow these e-mails. Next, login to eBill and select "User Options" to verify your e-mail address is correct. Finally, eBill access is not limited to an e-mail notification. You may login at any time to access current or past statements.

What will my eBill look like?

eBill statements are identical to mailed statements.

When will I see my first eBill?

Following enrollment any current invoice is available online immediately. Going forward you will have access to a 24 month invoice history.

How do I view my eBill?

Adobe Reader is required to view your eBill. If you don't have Adobe Reader simply click on the Get Adobe Reader icon and select the appropriate version to download and install.

Will my mailed statement stop automatically?

Yes, by default your printed and mailed statement will stop when you elect to receive your statement electronically.

Can I go back to a mailed statement?

Yes. Should you need to revert to a printed and mailed statement, go to "User Options" and check the paper statement option. Your statement will then be mailed to you beginning with your next billing cycle.

[Change your User Password](#)

[Change your Challenge Question & Answer](#)

Change your User Profile

Username:

Current E-mail Address:

New E-mail Address:

Confirm New E-mail Address:

Statement Delivery: e-Statement

paper Statement

[Update](#)

If I elect to receive e-Statements, am I required to pay using the "Make A Payment" link?

No. The Make A Payment option is simply another convenient way to submit your payment from your checking or savings account.

Can I pay using a credit card?

Credit card payments using VISA or MasterCard can be accepted.

Why do I have to sign up again and have another login in order to use the "Make A Payment" link?

For security purposes our online payment system is a separate secure portal.

Can I make a payment other than the amount due?

Yes. Simply edit the payment amount shown and submit the payment.

When will my payment be acknowledged?

Payments submitted before 10:00 am Mountain Standard Time will post the same day. Payments submitted after 10:00 am MST will post the following banking day.

When will my payment be received?

Payment is received following approval from your bank.

Can payments be cancelled or modified after they are submitted?

Yes. Payments can be modified or cancelled online prior to the 10:00 am MST posting time. Should an adjustment be necessary after that please contact us at 505.898.2661.

What confirmation or payment history is provided?

A confirmation number is issued with every payment submitted. A payment history is retained online indicating amount submitted, date and amount submitted along with the confirmation number.