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PAYMENT OPTIONS

Click **Pay Online**. There are two payment options:

1. ONE TIME PAYMENT OPTION

Pay by Check

You can pay from your Checking or Savings Account.

Pay by Credit / Debit Card

You can use Visa, Mastercard & American Express credit/debit cards.

2. RECURRING PAYMENT

You can sign up for a recurring payment from your Checking or Savings Account or from your Credit or Debit card. Payment will be initiated per your payment set up instructions, approximately five (5) business days prior to your due date.

NO LATE FEES, NO STAMPS, NO HASSLE!

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BILL PRINT OPTION

You may also choose to suppress your monthly Lake Havasu City Bill. You will be notified via email when your bill is ready to be viewed on-line.

1. Go to **Account Settings**.
2. Under **Account Print Options** select **No** on the **Receive a Printed Bill?** option.
3. Click **Submit** to confirm selection.



*Home of the
London Bridge*

NETBILL



**FOR MORE INFORMATION AND
QUESTIONS REGARDING
NETBILL PLEASE CONTACT:**

LAKE HAVASU CITY
Customer Service
Finance Department
2330 McCulloch Blvd. N.
Lake Havasu City, AZ 86403
Email: netbill@lhcaz.gov

(928) 453-4146 Telephone
(928) 855-5327 FAX
(888) 546-4146 Toll Free
(928) 855-3945 TDD

Online Bill Pay

**Customer
Sign Up Guide**

www.lhcaz.gov

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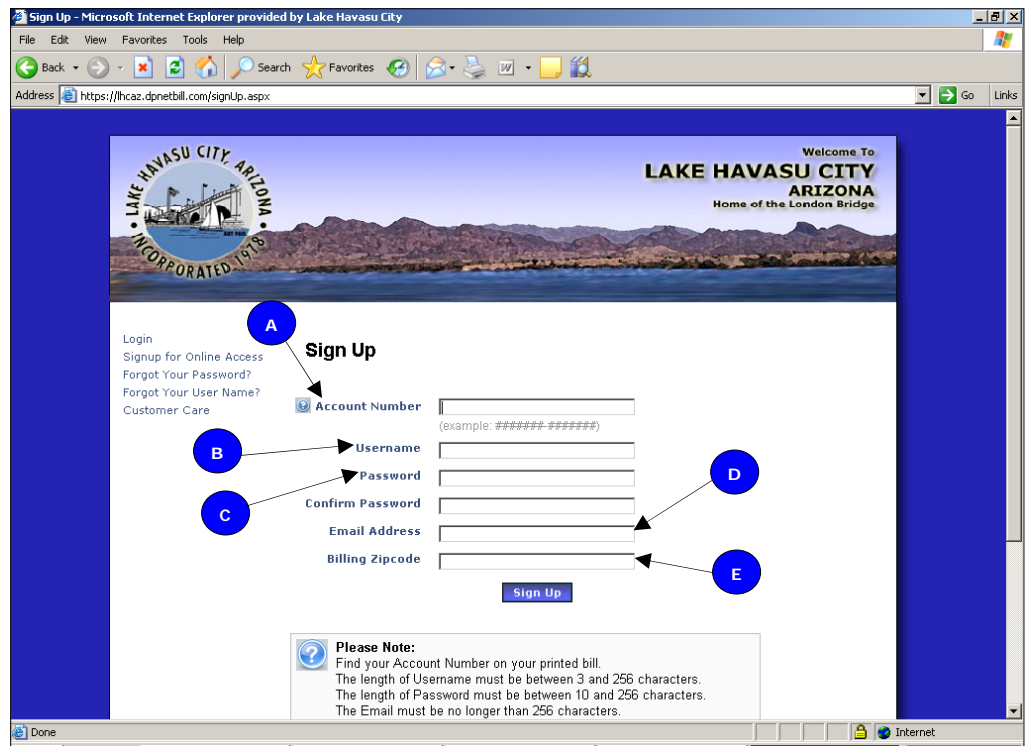
ACCOUNT SET UP

- You must have access to the Internet.
- You must have an established Lake Havasu City account: Utility, Sewer Treatment Capacity Fee, Airport, or other miscellaneous account.
- You must have your most recent account statement/invoice in order to sign up.
- If you have multiple accounts with Lake Havasu City, you will be required to set up individual usernames for each account.

1. Direct your internet browser to: www.lhcaz.gov and click on



- On the **Online Bill Payment** page click on **Signup for Online Access**.
- Read the **Sign Up Terms** and click **OK** to continue.



4. Type the following information in the appropriate box on the **Sign Up** page:

A. **Account Number**. Located on the upper right corner of your statement/invoice, include the dash/hyphen. Example:

0012345-0012345

B. **Username**. CASE SENSITIVE—The length must be between 3 and 256 characters (refer to screen for characters).

C. **Password**. CASE SENSITIVE—The length must be between 10 and 256 characters and must contain a numeric and a special character. (refer to screen for characters).

D. **Email Address**. You will be sent email notification regarding activity on your account as it occurs.

E. **Billing Zip Code**. As it appears on your statement/invoice. Only the five (5) digit U.S. Postal Zip Code is accepted.

5. Click the **Sign Up** button when finished.

6. You will receive an email confirmation (check spam/junk inbox) containing your account activation code and an internet link to the login page. Please add **Netbill@lhcaz.gov** to your safe sender/not spam list to receive your activation code and regular email notifications.

7. Click the internet link provided within the email.

8. Type your **Username** and **Password** and click the **Submit** button.

9. The **Activation Code** page will be displayed. Enter your **Activation Code** exactly as it appears in the email as this field is case sensitive and select the **Activate Account** button.

10. Repeat **step 2 through 9** for **each** account to be activated using Netbill Online Bill Pay.

11. You are now ready to enjoy **NETBILL!**