



City of Binghamton Water/Sewer e-Bill

Frequently Asked Questions

What is an E-Bill?

Your City of Binghamton Water/Sewer electronic bill, or "E-Bill," is a detailed and complete facsimile of the paper bill you currently receive. Instead of receiving a paper bill in the mail, your e-bill will be delivered to your email inbox. The PDF sign-up form is located on the City of Binghamton website: <http://www.binghamton-ny.gov/>

How do I enroll to receive my City of Binghamton Water/Sewer electronic bill electronically?

To subscribe to this service just provide the City of Binghamton Treasurers Office with your email address along with your City of Binghamton Water account number. There's no need to enroll in a Bill Pay service or provide personal information. Subscribe and go paperless.

Don't know your City of Binghamton Water account number?

Email us your name and address and we'll send it to you.

To allow time to set up your account, sign up for E-Billing at least two weeks before your next billing date. Be sure to add the contact "watersewerbill@cityofbinghamton.com" to your address book and/or change your spam filters to allow City of Binghamton Water e-mails to get through.

What is City of Binghamton Water's online privacy policy?

The City of Binghamton will never share your information with any third parties, aside from processing your online bill and payment.

How and when will I receive my City of Binghamton Water e-bill?

You will receive your first E-Bill approximately the first week of your billing cycle. (Water/sewer bills are issued quarterly.) After you send us your email address, you'll receive a confirmation message telling you when to expect your first City of Binghamton Water/Sewer E-bill in your email inbox. Your e-bill will be delivered to your email address. The City of Binghamton Water/Sewer E-Bill will contain an attached PDF file. Your E-bill will look just like your paper bill and your billing cycle will not change. Please add "watersewerbill@cityofbinghamton.com" to your address book to ensure that you receive future water bills to your inbox.

Will I need to remember another password to open my e-bill?

No, to open your City of Binghamton Water/Sewer E-Bill open the PDF attachment to view your water bill.

How do I pay the bill when I receive it?

You have several options for paying your E-Bill:

- Mail a check to the City of Binghamton payable to "City of Binghamton" at 38 Hawley Street, 2nd Floor, Att: City Treasurer, Binghamton, NY 13901
- Pay in person at City Hall (2nd floor 38 Hawley Street. A drop-box is available on the first floor for after hours.)
- Pay online at City of Binghamton website: <http://www.binghamton-ny.gov/> select the "Payments" box.

How do I cancel my City of Binghamton Water E-Bill and return to paper bills?

Fill out the Water/Sewer E-Bill Subscription/unsubscribe form selecting the unsubscribe checkbox and submit to: "watersewerbill@cityofbinghamton.com" A form may be downloaded here: <http://www.binghamton-ny.gov/get-your-watersewer-bill-e-mail>

Note: If you decide to cancel your Water/Sewer E-Bill, we would appreciate feedback as to why you have chosen to discontinue the service, so that we can continue to try to improve our e-bill solution.

How do I change the email address that my e-bills are delivered to?

Email or call: City of Binghamton Treasurers Office at:

E-mail: watersewerbill@cityofbinghamton.com

Phone: 607-772-7027 or 772-7043

Still have more questions?

Contact the City of Binghamton Treasurers Office at:

E-mail: watersewerbill@cityofbinghamton.com

Phone: 607-772-7027 or 772-7043