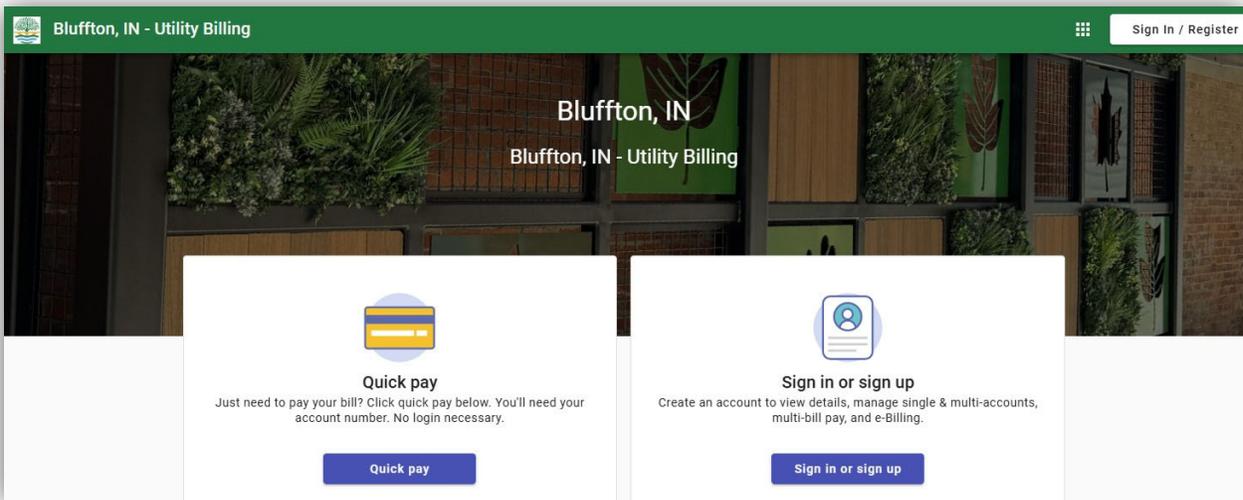


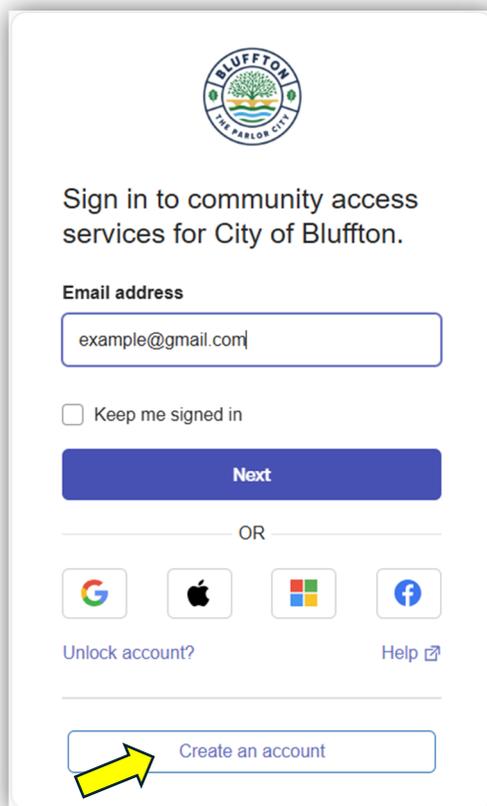


FAQ : How to Set Up an Online Utility Account

1. Visit the City's [Online Bill Pay Site](#)



2. To quickly pay a bill, choose the **QUICK PAY** button.
3. To set up an online account (or sign into an existing one), click the **SIGN IN OR SIGN UP** button.
4. The next screen will display two options.
 - a. Enter an email address in the top option if you have an EXISTING account.
 - b. OR to create a NEW online account, scroll down and click the **CREATE AN ACCOUNT** button.





5. On the next screen, provide the following:
 - a. a valid email address
 - b. first name
 - c. last name
 - d. mobile phone number (optional, but allows for text notifications and reminders)
 - e. a password of your choosing (see the requirements listed on sign in screen)
6. Click the **SIGN UP** button
7. You will then receive a verification email to the email address you just provided. Enter the verification code from that email into the Online Bill Pay verification screen and click **VERIFY**.
(If you don't receive that email, check your email's spam folder.)


example@gmail.com

Verify with your email

We sent an email to ***@gmail.com. Enter the verification code in the text box.

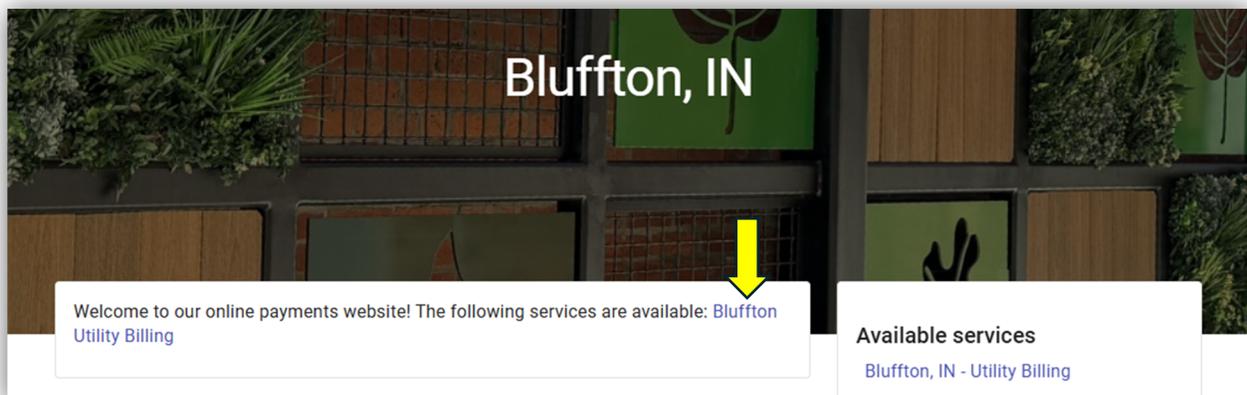
Enter Code

[Verify](#)

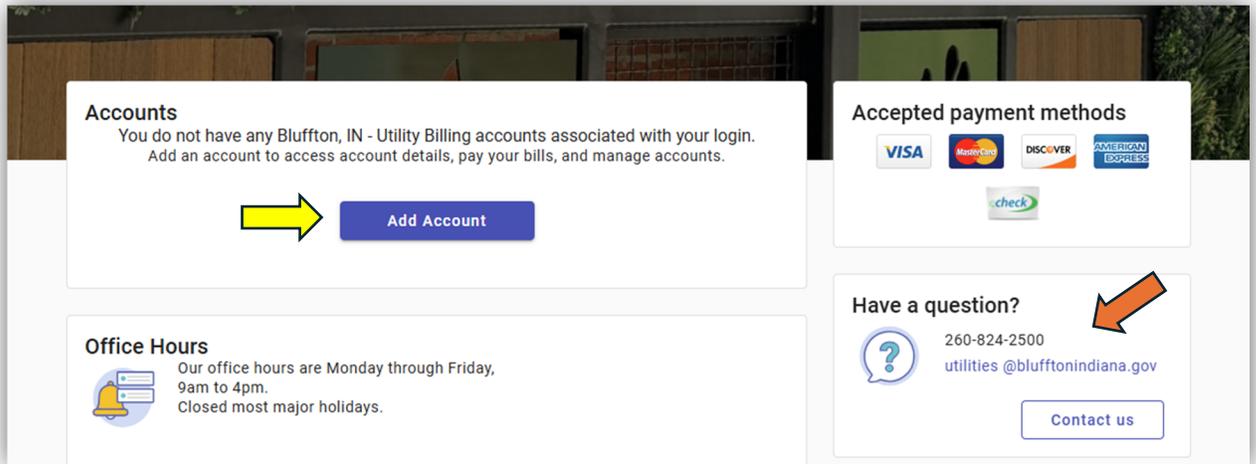
[Return to authenticator list](#)

[Back to sign in](#)

8. The next screen will offer you additional OPTIONAL security method options. Choose your preferred method (or skip) and click **CONTINUE**.
9. Now you should see the Bluffton, IN online payment site. On the righthand side, under "Available Services" click **BLUFFTON, IN - UTILITY BILLING**.



10. Next you will add the account(s) you wish to access in the site. Click the **ADD ACCOUNT** button to proceed.



- a. *Note: If you do not have these pieces of information, please contact the Utility office by phone at 260-824-2500 or by clicking the **CONTACT US** button and explaining what you need and for which service address.

11. Next, enter your account number and the dollar amount paid on your most recent bill payment.* Then, click **ADD ACCOUNT**.

The screenshot shows a form titled 'Add account'. At the top is a magnifying glass icon and the text 'Let's find your account'. Below this are two input fields. The first is labeled '* Account Number' and contains the value '14-04351-084'. Below it is a note: 'Please include all dashes. For example: 01-00101-001'. The second input field is labeled '* Last Payment Amount' and contains the value '123.65'. At the bottom of the form are two buttons: a blue 'Cancel' button and a blue 'Add account' button. A yellow arrow points to the 'Add account' button.



12. Once the account has been added, you will be presented with your online dashboard. There is a menu on the lefthand side with options for viewing account details, past transactions, service consumption, notification history, contact preferences, payment methods, and more!

The screenshot shows the 'Bluffton, IN - Utility Billing' dashboard. On the left is a navigation menu with options: Home, Account detail, Transactions, Consumption, Notification history, Contact preferences, Payment methods, and Add or remove accounts. The main content area features a 'Welcome back' message with a 'Pay Now' button and a credit balance of \$6.55 due 1/15/2026. Below this are three cards: 'Last Payment' (\$115.00 paid 12/16/2025), 'Current bill' (\$123.48 billed 12/30/2025, due 1/15/2026), and 'Office Hours' (Monday through Friday, 9am to 4pm). A bar chart shows consumption for '100-Water' and '200-Electric' from Jan 2024 to Dec 2025. A 'Have a question?' section provides contact information: 260-824-2500, utilities@blufftonindiana.gov, and a 'Contact us' button.

Month	100-Water (Jan 2024 to Dec 2024)	200-Electric (Jan 2025 to Dec 2025)
Jan	15	20
Feb	18	18
Mar	10	15
Apr	15	15
May	10	12
Jun	65	68
Jul	25	20
Aug	20	25
Sep	25	30
Oct	20	18
Nov	18	18
Dec	18	18