

Electric City Utilities Online Bill Pay Frequently Asked Questions

1. Is there a fee to use your credit card and pay on- line?
There is not a fee to use your credit card and pay on-line.

2. Where to do you go to pay – on line?
Customers may pay their bill on line by clicking on the “Pay your bill online” link on the www.cityofandersonsc.com website.

3. Do I have to log in to pay my utility bill?
Yes, you will need your account number and the PIN # located at the top of your bill to pay online.

4. I do not want to pay my bill online, but I would like to see my usage history. Is this possible?
Yes, you will need your account number and the PIN # to view your account history online.

5. What if my bill is past due, can I still pay online?
Yes. If you choose to pay a delinquent bill online, please allow 24 hours for processing.

6. What if my bill has already been disconnected, can I still pay online?
If you have been disconnected, please call our office at 260-6347 ext 1439, during regular business hours, to have your service reconnected. If you choose to pay a disconnected bill online, please allow 24 hours for processing.

7. How can I tell if my bill is past due?
All bills have a set bill date with a corresponding set due date. Based on your bill date, you can see the due date below. The due date is also reflected on your paper bill.

Set Bill Date	Set Due Date
Billed 7th	due 26th
Billed 14th	due 3rd
Billed 21st	due 10th
Billed 28th	due 17th