

HOW TO PAY YOUR FAIRPORT ELECTRIC BILL ONLINE

Website: Fairportny.com
(Appears in URL as <http://www.village.fairport.ny.us/>)

STEP 1: **Select: Department** tab

STEP 2: **Select: Electric**

STEP 3: Scroll down the page past the photo.

STEP 4: On the right side of the page in orange text, **Select: Pay Your Bill Online.**
This brings you to the **Customer Service Portal** (*Please make sure that your browser is supported as listed on the bottom left of the screen before proceeding further*)

IF YOU ARE A NEW USER/CUSTOMER: *Please set up your account before proceeding: at top of page select green "My Account" tab. Scroll down to "Create User ID". Directions to create your profile/user ID to access your account and online bill pay can be found here. When setting this up, please remember that passwords are case sensitive. If the last four digits of the phone number you enter do not work, please call the office to update the phone number on your account with us.*

STEP 5: Go to **Payments** tab at the top of page and **Select: Make a Payment**
NOTE: DO NOT select "New User". Your User ID is your Account Number

STEP 6: Enter your **Fairport Electric Account Number**

STEP 7: Enter your **Password**

IF YOU HAVE SET UP AN ACCOUNT BUT CAN NOT REMEMBER THE PASSWORD: *Choose "Forgot Password" to retrieve/reset your password. If the last four digits of the phone number you enter do not work, please call the office to update the phone number on your account with us.*

All of your accounts are listed here. Check the account you wish to pay. **Select: Continue**

At the top left of this page, you will see **SEDC**

Pay By Credit Card (\$3.95 fee per account paid will be applied – includes debit card payments)

Pay By E-Check (no fee)

Convenience Fee FAQ (\$3.95 per \$300.00 increment)

Cancel Payment

Choose your Payment Method

PAY BY CREDIT CARD: Enter credit or debit card information and SUBMIT

PAY BY E-CHECK: Enter Name, Routing Number and Account Number and SUBMIT

AUTO PAY → E-CHECK

- Enter all fields marked in Green **EXCEPT** Ending Date. **DO NOT** enter an Ending Date
- Choose account you would like to Auto Pay
- Enter Auto-Pay Date (*in the box to the right*)
- SUBMIT

* If you have any further questions or problems signing on, please call our billing office at 585-223-0440