

HOW TO PAY YOUR 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)

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**

NOTE: An initial password was given to you when you became a customer.
This password appears on your bill to the left of the bill just above the tear off portion. This initial password is case sensitive.

Choose “Forgot Password” if you previously set a password and do not remember it. If the last four digits of the phone number you enter does 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 223-0440