



HOW TO SIGN UP FOR AUTOPAY

AutoPay Setup (Step by Step with Screenshot)

* **Important:** Residents must pay their current balance and then schedule autopay for the next month's bill to avoid any issues with payments and late fees.

1. Go to [Your Online Account](#) and log in
2. To start, click "**AutoPay Setup**" located on the right side of your online account

San Diego CA 92110

Amount	Current Balance	Invoice
\$15.00	\$121.83	
\$15.00	\$106.83	
\$15.00	\$91.83	
\$35.00	\$76.83	
\$12.00	\$41.83	
\$29.83	\$29.83	

3. Save payment method here:

Resident Accounts Account Profile Log Out

AutoPay Setup

Select a Payment Method to use for automatic payments

Your Saved Payment Methods [Add/Edit](#)

4. Click Add/Edit
5. Select the new payment method you wish to add

Payment Method Setup

Card/Account Details Review & Submit

Add New Payment Method

Credit/Debit Cards

Echeck

[Back to AutoPay Setup](#)



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Sign up for e-billing once you receive your first bill

- a. For Credit/Debit Card:
 - Enter Card Number (Please do not include the spaces)
 - Select the expiration month and year
 - Enter the security code on the back of the card
- b. For ECheck:
 - Enter Bank Name
 - Enter Name on Account
 - Select Account Type (Checking/Savings/Business Checking)
 - Enter Bank Routing Number and Your Account Number
 - Enter Confirm Bank Routing Number and Confirm Your Account Number
- c. Enter the First and Last name as it appears on the card/account
- d. Enter the billing address as it appears on the credit/debit card or echeck statement
 - There is an option, Billing Address same as service address, to fill down the service address of the location to use as the billing address of the card. (Please do not use this option if the billing address for your card is not the service address of your utility bill.
- e. The phone number and additional note fields are optional
- f. **It is IMPORTANT** that you enter your email address on this portion, so you can receive notifications if Autopay was successful or if there's an error.

Payment Method Setup

Card/Account Details Review & Submit

Add New Payment Method

Credit/Debit Cards

ECheck

Billing Information

Bank Name

Name On Account

Account Type

Bank Routing Number Your Account Number

Confirm Bank Routing Number Confirm Your Account Number

Service Address

Account Name Keylen Beltran
 Street Address 999 Rubs
 City, State Zip Code San Diego , AL 91999
 Country USA

Billing Address

First Name

Last Name

Billing address same as service address

Street Address

City

Country

State

Zip Code

Phone

Email

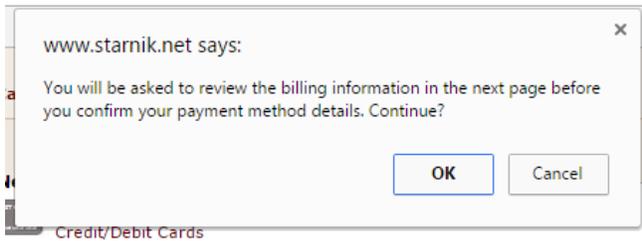
Additional Notes

Continue **Reset**

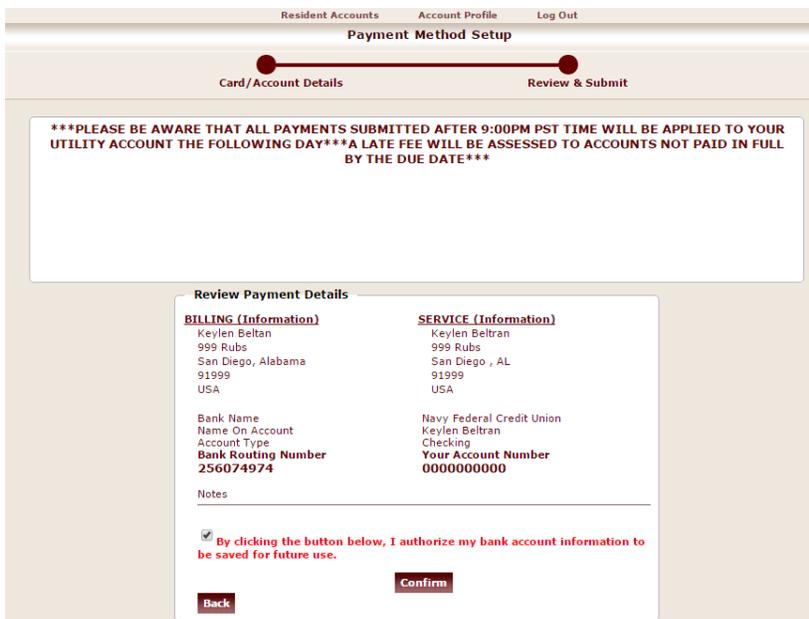


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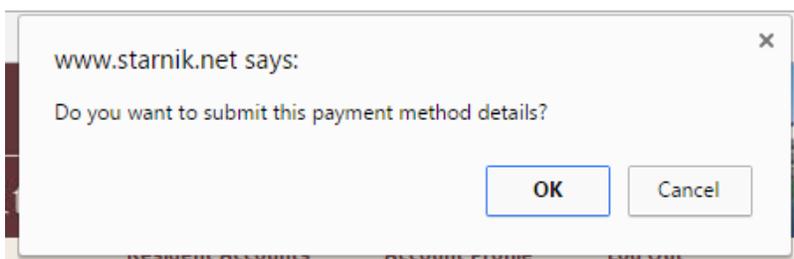
6. Once Payment information is entered and you click on “Continue”, the below pop up message will show - click OK.



7. Residents are asked to review the Payment Details first. Once everything is correct they must check the “By clicking the button below, I authorize my bank account information to be saved for future access” and Confirm.

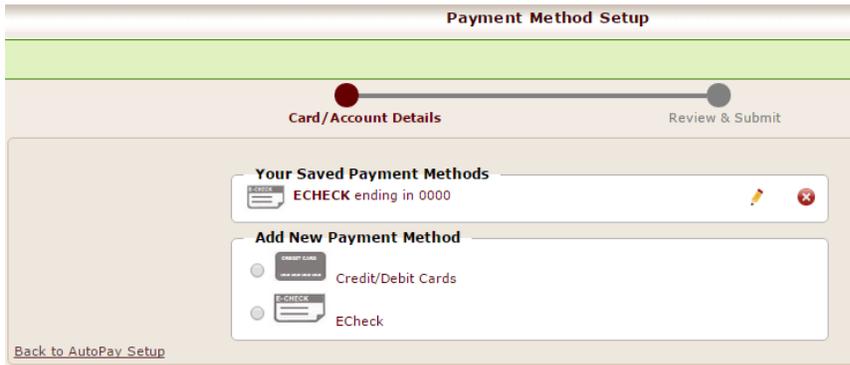


8. After you Click Confirm another pop up window will show. Click OK.

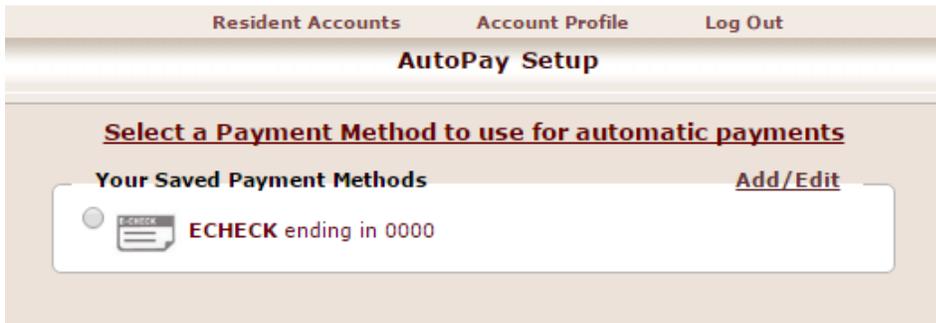


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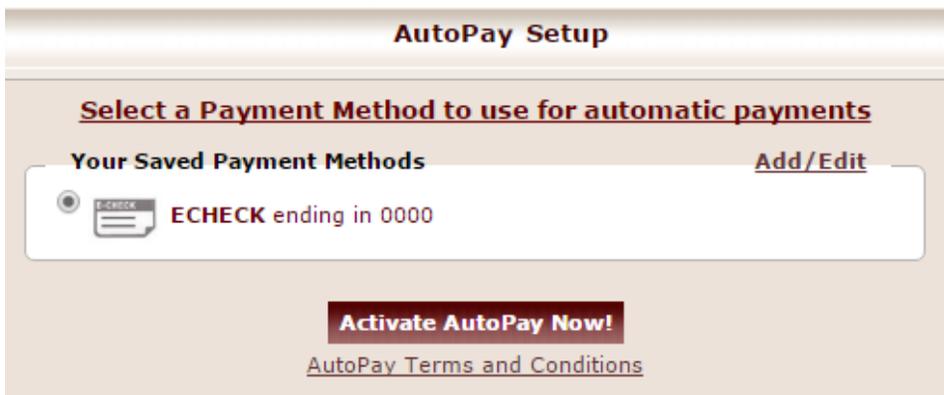
9. After you saved the Payment Details you'll be back to the first page, but you will see "Your Saved Payment Method" and on the bottom there's a "Back to AutoPay Setup". Click the link.



10. Autopay Setup will show if you have multiple payment method saved on the account. Select which one you want to use for AutoPay.



11. Once you have selected the payment method the "Activate AutoPay Now!" button will appear. Underneath it is the AutoPay Terms and Conditions.



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AutoPay Terms and Conditions:

AutoPay Setup

AutoPay Terms and Conditions

By inputting my information, I authorize Multifamily Utility Company (MUC) & their financial institution to charge account listed for payment of my monthly bill. Account will be charged 5 days before due date. MUC will charge convenience fee of 5% of payment or minimum of \$2.50 for credit cards or \$0.45 for EChecks per payment. I understand that authorization will remain in effect until I cancel the AutoPay enrollment. I certify that I am the authorized user of this credit/debit card or named on bank account & I will not dispute the payment with my credit card company or bank institution, so as long as the transaction corresponds to the terms indicated. If any payment is returned/rejected a \$35 fee will be assessed. It is my responsibility to update any changes in my accounts. Balance currently due will not be paid using AutoPay, only bills processed after your activation will process. Current balance must be paid with one-time payment to avoid any fees.

[Close](#)

[Activate AutoPay Now!](#)

[AutoPay Terms and Conditions](#)

“By inputting my information, I authorize Multifamily Utility Company (MUC) & their financial institution to charge account listed for payment of my monthly bill. Account will be charged 5 days before due date. MUC will charge convenience fee of 5% of payment or minimum of \$2.50 for credit cards or \$0.45 for EChecks per payment. I understand that authorization will remain in effect until I cancel the AutoPay enrollment. I certify that I am the authorized user of this credit/debit card or named on bank account & I will not dispute the payment with my credit card company or bank institution, so as long as the transaction corresponds to the terms indicated. If any payment is returned/rejected a \$35 fee will be assessed. It is my responsibility to update any changes in my accounts. Balance currently due will not be paid using AutoPay, only bills processed after your activation will process. Current balance must be paid with one-time payment to avoid any fees”.

Editing/Deleting a Saved Payment Method

1. To start, click **“AutoPay Setup”** located on the right side of your online account



2. Click the to delete a saved payment method ('x' icon)
 - a. Payment method cannot be deleted if it's being utilized in AutoPay. You must first stop AutoPay for the selected method.
3. Click the to edit a saved payment method (pencil icon)
 - a. Make any necessary updates
4. Click Update
5. Select the check box authorizing the account to be saved for future use
6. Click Confirm



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