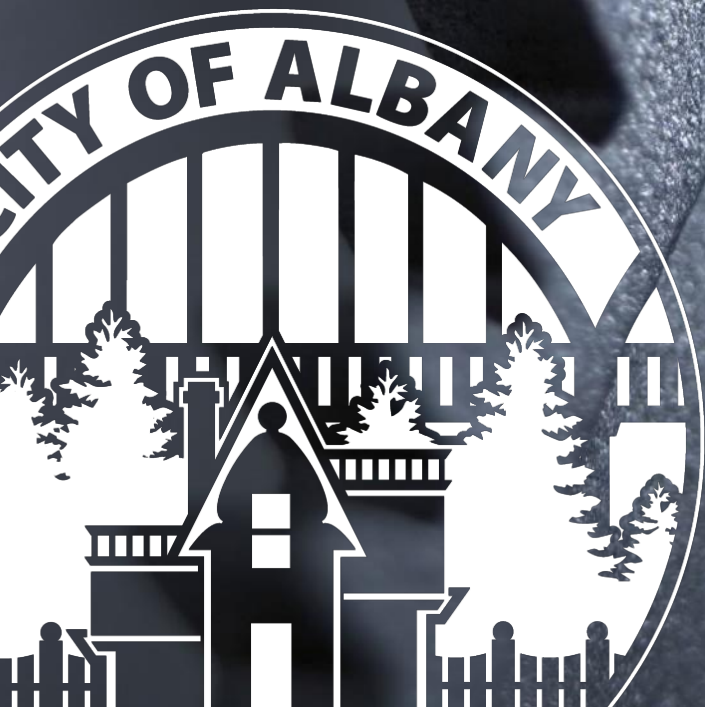


PUBLIC WORKS UTILITY BILLING

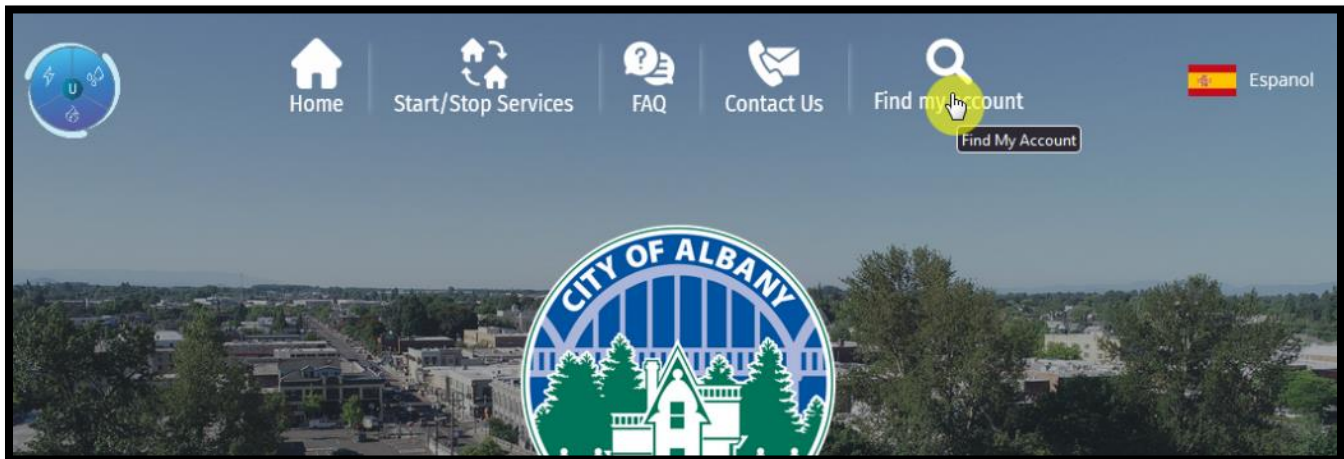
Account Creation



Util360 Portal Account Creation

This document provides a brief picture guide to assist in the creation of your Utility Billing portal account for the City of Albany, Oregon.

Start Here: <https://albany.util360.com>



1: Start by finding your account number.

Find my account

Old Account Number * Mailing Zip Code *

Account Information

New Account Number: **143812-13435**

What is my account number?

Your account number is available in the top right corner of your bill. If you do not have an account, click the Start/Stop Services button above.

SERVICE INFORMATION	BILL DATE
ACCOUNT NUMBER	<input type="text"/>
SERVICE ADDRESS	<input type="text"/>
BILLING PERIOD	<input type="text"/>
TOTAL AMOUNT DUE	<input type="text"/>

2: Pulling from your bill, type your account number and mailing zip code to search for the full account number.



3: With your full account number and billing zip code, start the account registration process.

New to the customer portal? Create an online account below.

Account Number* Zip Code*

Phone Number

Email* Confirm Email*

Password* Confirm Password*

The Minimum Password Length Is 8 Characters. It Must Contain At Least 1 Lowercase Letter, 1 Uppercase Letter, 1 Number, and 1 Special Character.

- Minimum 8 Characters
- Lowercase Letter
- Uppercase Lette
- Number
- Special Character

reCAPTCHA Privacy - Terms

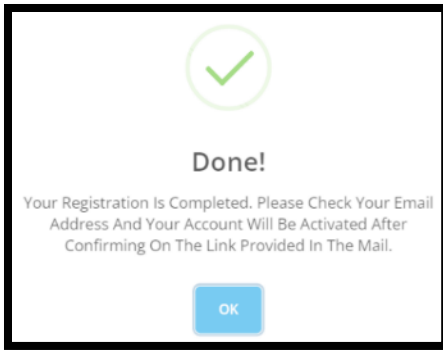
What is my account number?
Your account number is available in the top right corner of your bill. If you do not have an account, click the Start/Stop Services button above.

CITY OF ALBANY UTILITY BILLING
PO BOX 945
333 BROADALBIN ST SW
ALBANY, OR 97321-0352
(541) 917-7847

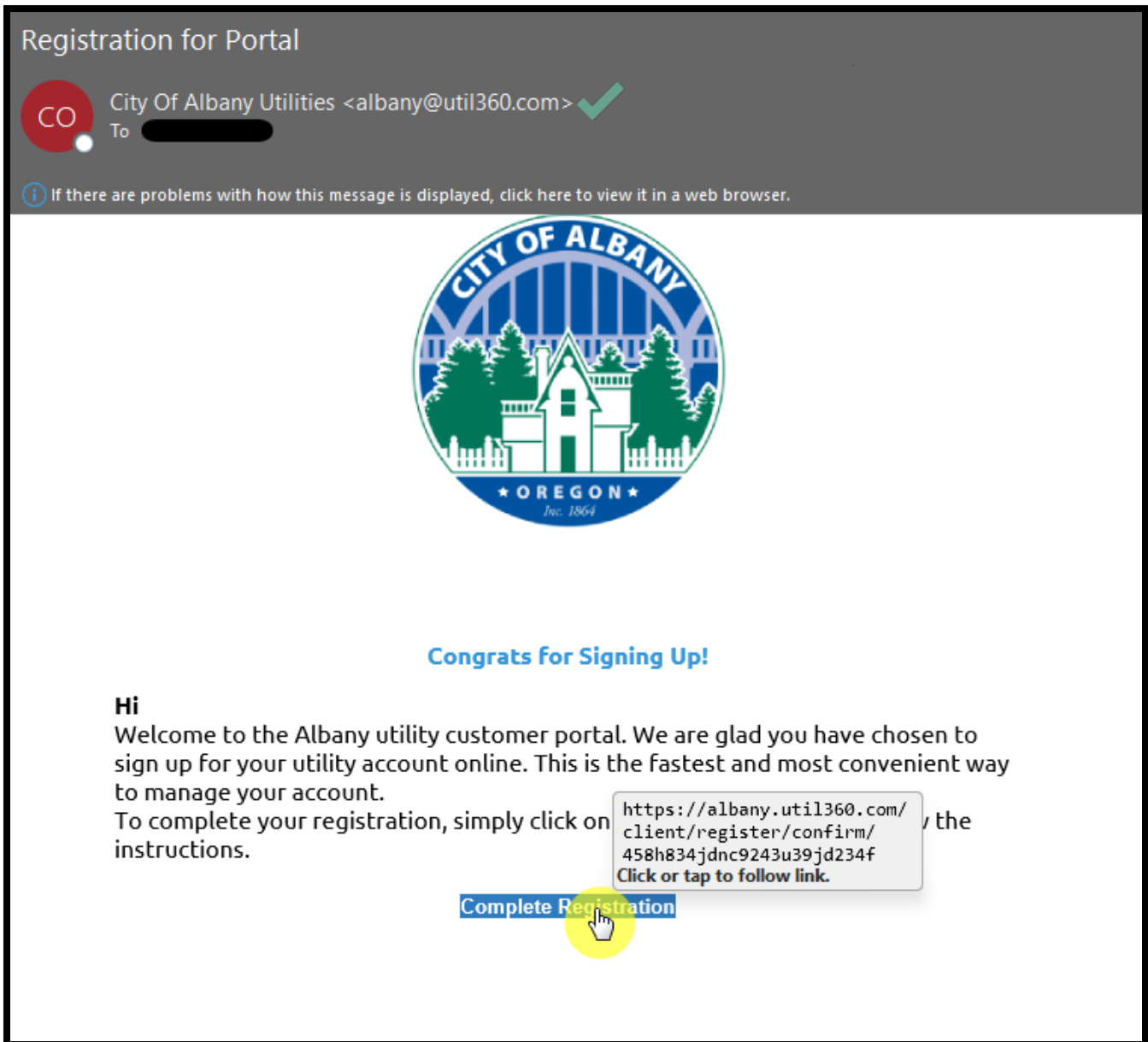
SERVICE INFORMATION	BILL DATE
ACCOUNT NUMBER:	
SERVICE ADDRESS:	
BILLING PERIOD:	
TOTAL AMOUNT DUE:	

[Privacy Policy](#) [Terms & Conditions](#)

4: Fill in the registration questions and create a complex password.



5: With that completed, look to your email for the confirmation.



6: Open up the email and click the "Complete Registration" link.

7: After clicking the confirmation link, you can sign into your account.

8: Setup multi factor that uses your email to help keep your account and personal data secure.

Need Help?

Email utilitybilling@cityofalbany.net

Remember to include your account number(s) in your email.

Call 541-917-7547

Monday-Friday from 8:00am to 10:00 am or 11:00 am to 5:00 pm

In Person 333 Broadalbin St SW (1st floor)

Monday-Friday from 8:00am to 10:00 am or 11:00 am to 5:00 pm