



# Utility Billing Updates



[www.ellensburgwa.gov](http://www.ellensburgwa.gov)

## Update Contact Information — ACTION REQUIRED

Does the City of Ellensburg have your current contact information on file? Log in to your utility billing account at <https://myutilityaccount.ellensburgwa.gov/> to check that your phone number and email are current for both billing and utility outage information. The City of Ellensburg is now sending important text or phone notifications related to utility service, public safety, and community well-being. Msg&Data rates may apply. To opt out, text STOP or for help, text HELP to (509) 902-6121.

Balance ⓘ \$0.00 Account

Pay Now View Latest Bill Residential

ELLENSBURG, WA, 98926-3809

Thank you for going paperless. Save time and avoid fees by signing up for [AutoPay](#) **Update Contact Info** by [Electronic Check](#)

## Utility Billing Disconnect Notices Moving To Telephone Notifications:

The City of Ellensburg will no longer be using physical door tags for disconnect for delinquent utility accounts. Utility Billing will be moving to telephone notifications instead. If the notice of disconnect call cannot be confirmed (answered by a person or voicemail), a tag for disconnect shall be delivered to the service address.

## Extended Bill Due Dates:

Earlier this year, the City extended bill due dates and final notice dates by an additional seven days to offset mail delays from USPS. Customers now have 22 calendar days to pay their bill and 14 calendar days to pay the late notice.

## Payment Plan Options:

The City of Ellensburg has payment plan options for utility service. If you know you will not be able to pay your bill by the due date, please contact customer service at (509) 962-7201, Monday through Friday, between 8:00 a.m. and 5:00 p.m. to discuss your options. Making a plan early gives you greater flexibility and helps prevent any disruption in service. Please act now.

## More Control Over Your Bill Due Date:

Select your own bill due date. Customers can select a fixed monthly due date up to 14 days past the normal due date. Contact customer service at (509) 962-7201 to set this up.