HOW TO PAY YOUR FAIRPORT ELECTRIC BILL

USING THE WEBSITE:

Website: **Fairportny.com**

Select: **QUICKLINKS** (top right corner of page)

Scroll down and Select: **PAY MY ELECTRIC BILL**
(Appears in URL as: https://billing.fairportnyelectric.com/onlineportal)

We now have a **Quick Pay** link for easy access to paying your bill, no login required.

Select: **SIGN IN** (top right corner)

Select: **FORGOT PASSWORD**

CREATE ACCOUNT:
      Fill in all fields required.

FORGOT PASSWORD:
      Enter User ID or Account Number and the last 4 of your phone number, click **Request reset link**, then a link will be sent to the email account we have in your profile. Please note that the email will most likely fall into your spam/junk folder. If you did not receive an email, please call the office to update or add email and/or correct phone #. Click the link in email to change your password. Password requirements must be between 6 and 10 characters with a combination of uppercase letters, lowercase letters, numbers, and symbols (!@#$%&*). Return to sign in page and use the username and password to log in.

Choose **MY ACCOUNT** (top right-hand corner of page) to view/update:
      Account Profile: Billing Address, Phone Numbers, Emails
      Account History: View bills and billing history
      Manage Alerts: Where alerts are sent, payment notifications, account notifications.

MAKE A ONE-TIME PAYMENT:
Select: **Pay Now** under **Total Amount Due**
Fill in payment profile (Automatically defaults to Credit/Debit Card and shows $3.95 convenience fee per $300.00)
- To pay by credit or debit fill in all fields
- To pay by check with no fee, select **New Bank Account** under Select Payment Options

SET UP AUTO-PAY:
Hold cursor over **Billing & Payments (**in the top right-hand side of the page)- in the drop down, Select **Auto Payments**
Your account list will be displayed, Check the box next to the account you want to set on Auto-Pay
Enter **Auto-Pay date** in the middle column
Select **Payment method**, fill in account information, Select **Continue**
Check the box next to your account #, choose a pay date and payment method
DO NOT fill in **Auto-Pay end date**
Enter your **Email address**
Select: **Enroll for Auto-Pay** (right side of page)

Click **Your name in the top right-hand corner** to SIGN OUT

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

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USING THE APP:

STEP 1: **Download the App**
I-Phone: search: Fairport Utilities
Android: search: Fairport Electric

STEP 2: **LOGIN/Set up**: Enter your full **Fairport Electric Account Number**

STEP 3: To set up your account:
Select: **Forgot Password is located at the bottom of the screen using the "Menu" button**
It will ask for the user ID and the last 4 of your phone number, then a link will be sent to the email account we have in your profile, please note that the email will most likely fall into your spam/junk folder. If you did not receive an email, please call the office to update or add email and/or correct phone #. Click the link in email to set up or change your password. Password requirements must be between 6 and 10 characters with a combination of uppercase letters, lowercase letters, numbers, and symbols (!@#$%&*). Once changed hit submit, then go back to the app and use the username and password to log-in.

STEP 4: Click on the account, if you have multiple accounts, click on the one you will be using.

STEP 5: Use the quick links under "pay now" or Select Red Menu bottom at bottom of screen.
From here you can select:

- My Account – to view your active accounts.
- Payments – To make a one-time payment, set up autopay, view your billing history or view your payment history.
- My Alerts -Use to set up notifications to conveniently be sent to your phone. By selecting "Manage Alerts" at the bottom of the screen you can customize which alerts you would like to receive.
- Contact Us – By selecting the "Information Tab" in this section all the contact information is available.

SUMMARY OF FUNCTIONS:

MY ACCOUNT-
Account List-shows all active or inactive accounts. If you have more than one account, you can turn on "show all accounts".
Account Info-shows current active account.
E-Notifications-change bill method or add email.
Change Password-update password.

PAYMENTS-
Make Payment-Make a one-time payment using an e-check (no fee) or Credit card (3.95 fee)-on the top of the page there is a credit card tab or an e-check tab to choose which method you want to use. If you want the info to stay on account, make sure to turn on "save profile".
Auto-Pay-automatically pays bill on your due date or you can choose your own date (no fee for e-check, 3.95 fee for credit card). Fill out all * fields.
Bill History-Shows all bills for the last 2 years.
Payment History- Shows all payments made.

MY USAGE-Function disabled

MY ALERTS—set up text or email alerts and reminders for your account.

CONTACT US-Contact information displayed.

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