



City of Plano Customer & Utility Services Dept. Instructions to Updating Payment Credit / Debit Card (for single and recurring payments)

For editing or adding existing credit / debit card with new Expiration Date follow instructions shown below:

IMPORTANT NOTE: Editing a credit/debit card or checking/saving account that was previously linked to an automatic recurring payment process will also update the recurring payments accordingly.

Step 1: Log In.

HOME CONTACTS FAQS PAY BILL SERVICE RATES CONSERVE

[Online Payment](#) > Login Now!

LOGIN - CUSTOMER AND UTILITY SERVICES

NOTICE: A one-time website registration is required to make utility payments online. If you have never registered on the City of Plano website before, please [Register Now!](#) Otherwise, please sign in below.

User Name:

Password:

Take me to: 

[Log In Without Registering](#)

CUSTOMER NOTICE: Please note that we are transitioning from Chase to US Bank as our payment processor. If you received an e-mail stating your automatic recurring payment is cancelled, please be assured that US Bank has picked up the recurring payment starting on 10/4/13. We appreciate your patience as we make this transition.

[First-time User? Register Now!](#)
[Have I registered here before?](#)
[Forgot Username?](#)
[Forgot Password?](#)

Step 2: Click on “View/Manage Accounts and Pending Payment(s).”

Payments made online do not cause immediate changes to the Account balance. It may take up to 24 hours or longer for our systems to update after a payment is made online. If a payment is made on a weekend or a bank holiday, the Account balance will not be updated until the next business day.

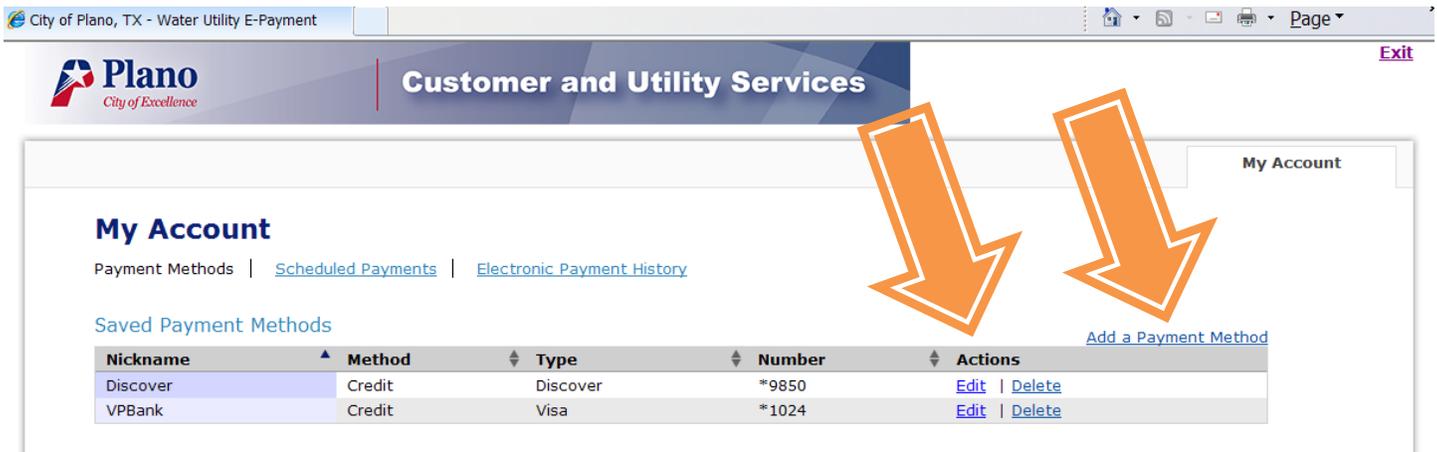
For more payment information, please review the [Important Information](#) section towards the bottom of this page. To review your billing and payment history, click [here](#).

Payment Options:

- ➔ [Pay Now - Credit Card and E-check Payment](#) 
- ➔ [Enroll in Automatic Monthly Recurring Payment](#) 
- ➔ [Schedule a Future One-Time Payment](#) 
- ➔ [View/Manage Accounts and Pending Payment\(s\)](#) 
- ➔ [Apply for Automatic Bank Draft](#)



Step 3: Click on “Edit” to edit an existing credit/debit card **or** Click “Add a Payment Method” to add a new credit/debit card



City of Plano, TX - Water Utility E-Payment

Plano City of Excellence | Customer and Utility Services

My Account

My Account

Payment Methods | [Scheduled Payments](#) | [Electronic Payment History](#)

Saved Payment Methods [Add a Payment Method](#)

Nickname	Method	Type	Number	Actions
Discover	Credit	Discover	*9850	Edit Delete
VPBank	Credit	Visa	*1024	Edit Delete

Step 4: For **editing** an existing credit/debit card, select a **new expiration date**, then click on “**Save**” to finish. Editing an existing checking/saving account uses similar steps.

My Account

Payment Methods | [Scheduled Payments](#) | [Electronic Payment History](#)

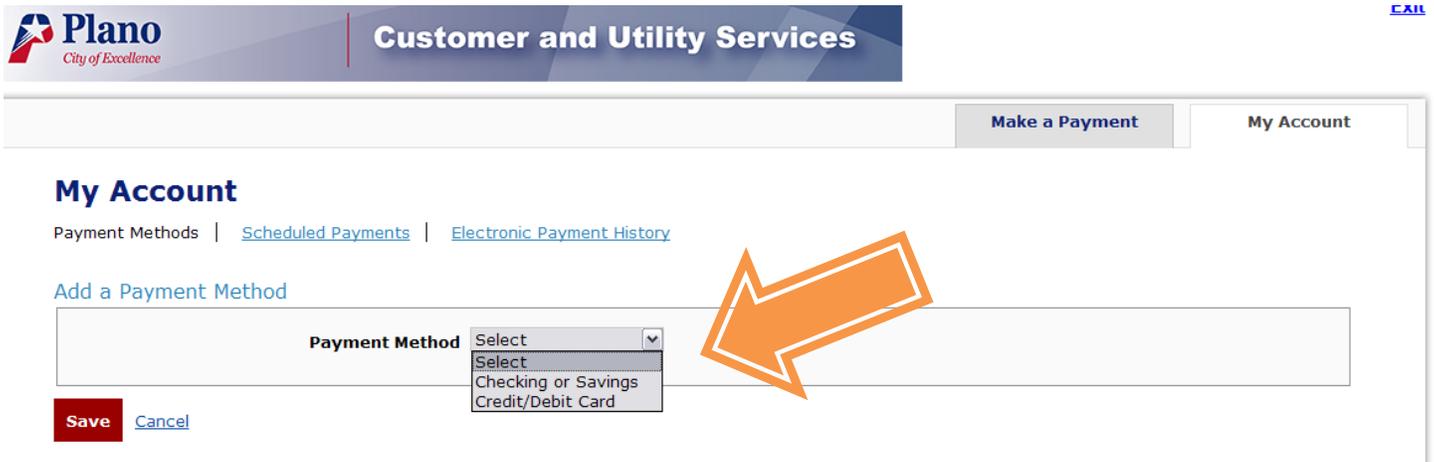
Edit Payment Method

Card Number	*9850
Expiration Date	10 ▾ 2016 ▾
Address 1	1812 USA Drive
Address 2	(Optional)
City/Town	Plano
State/Province/Region	TX
Zip/Postal Code	75024
Country	United States
Account Nickname	Discover



Save [Cancel](#)

Step 5: For **adding** a new credit/debit card or checking account, first, select the payment type to add then fill out the associated form. Click on **Save** when done.



Plano City of Excellence | Customer and Utility Services

Make a Payment | My Account

My Account

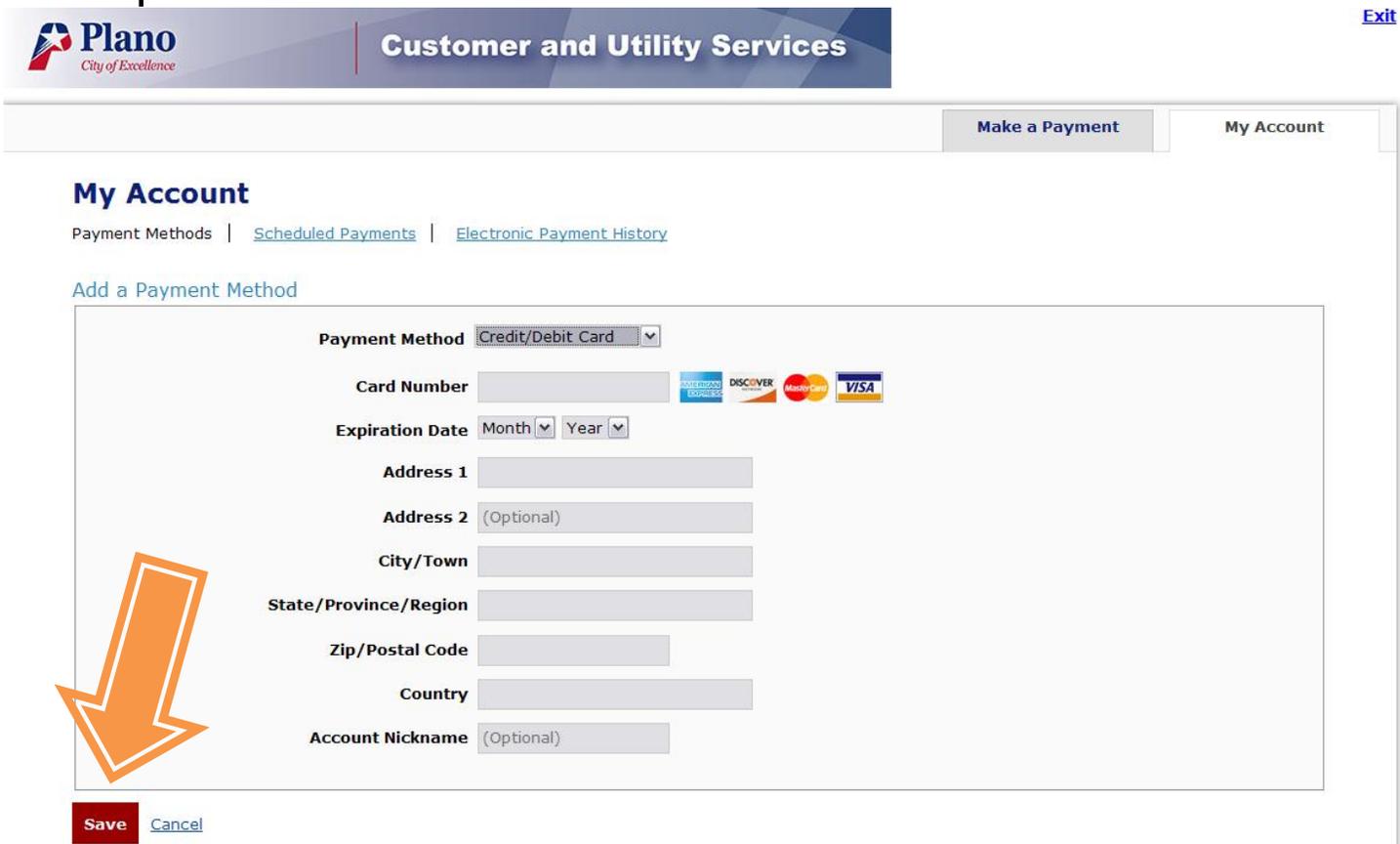
Payment Methods | [Scheduled Payments](#) | [Electronic Payment History](#)

Add a Payment Method

Payment Method

- Select
- Checking or Savings
- Credit/Debit Card

Example of **credit/debit** form:



Plano City of Excellence | Customer and Utility Services

Make a Payment | My Account

My Account

Payment Methods | [Scheduled Payments](#) | [Electronic Payment History](#)

Add a Payment Method

Payment Method

Card Number    

Expiration Date Month Year

Address 1

Address 2 (Optional)

City/Town

State/Province/Region

Zip/Postal Code

Country

Account Nickname (Optional)

Note: Credit/Debit Card three digits security code is not required when editing/adding a card. Card security code is only needed at time of actual payment.

Example of checking or saving account form:



Make a Payment

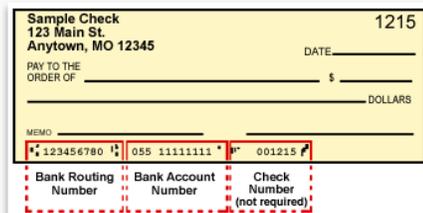
My Account

My Account

Payment Methods | [Scheduled Payments](#) | [Electronic Payment History](#)

Add a Payment Method

Payment Method



Personal Check | [Business Check](#)

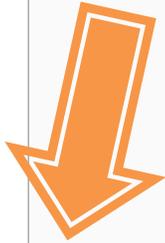
Bank Routing Number

Bank Account Number

Bank Account Type Checking Savings
 This is a business account

Account Nickname

[Cancel](#)



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