

Pay your Genoa Utility Bill online or continue to Pay your bill as always, by mail, drop box, or in person. In order to receive and pay your Utility bill online, a service fee is charged and paid to the credit company (not the Village) for this service.

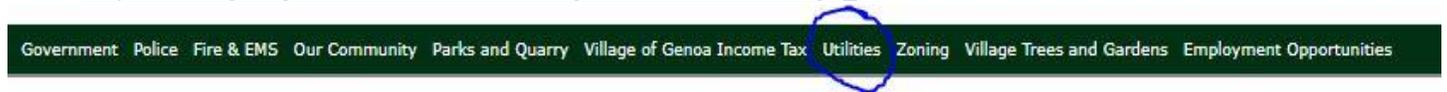
[All Online Options available...](#)

1. **Create an Account** and view your bill details online (free)
2. Set up a **printable emailed** bill (free)
3. Set up **automatic monthly E-Check**, exact bill amount is withdrawn from your bank account plus fee (60¢) you receive your bill via email. You must use the MuniBilling web site to set up this option.
4. Set up to pay your bill via **credit card** exact bill amount paid plus (fee assessed per Amount Due) receive bill via email. You must use the Munibilling web site to set up this option.
5. Pay your bill via **Phone call**, phone number provided on bill.
6. If you do not wish to set up automatic payments, You may use the (**PAY NOW**) option **every month** to pay your bill online.

Remember to bring your bill with you if paying at the Administration Office, the Village can only print your most recent bill and a printing fee of \$2.00 will be charge if we re-print your bill.

Instructions for setting up your Account to either view or pay your bill are listed below.

To create and access your online account, proceed to the Village web site (www.genoaohio.org) and click on Utilities in the menu bar /select pay your Utility bill/ and open the link to MuniBilling or just navigate to the Muni link. https://villageofgenoa.secure.munibilling.com/customers/sign_in



(Village web site menu)

Once you have navigated to MuniBillings sign in page:

1. **Create New Account** Enter your billing account number **leaving out** asterisks (*) and or periods (.)
 - a. Enter the code that is included on the bottom section of your bill.
 - b. Enter your email address.
 - c. Click on (I am not a robot) and select the pictures necessary to satisfy the CAPTCHA request.
 - d. Click on (create account)
 - e. A message will be sent to your email address asking you to create a username and password.

Open the email and set your username and password (remember to write it down) then return to MuniBilling sign in pg. via the Village website as listed above, or at https://villageofgenoa.secure.munibilling.com/customers/sign_in

2. **Sign in** with the username and password you just created.
 - a. Select **Make a Payment** if you choose to pay your bill online each month.
 - b. Select **Bills and Payment** to view your bill details.
 - c. Select **Autopay** to set up your automatic (monthly)payment via **bank withdraw (E-check)** or your **credit card**.
 - d. Select **Account Info** to choose email (free) or paper billing options.

Please remember to bring your bill if you pay at the Administration Office, the Village can only print your most recent bill and a printing fee will now be charge if we need to re-print your bill.

Please note: If you choose to sign up for auto withdraw through your bank instead of through the Muni Web page, your bank will NOT have access to your monthly bill amount and fees will vary per individual Bank.