Liberty Utilities®

Waive Your Deposit Fee

Residential customers who enroll in our paperless billing autopay program can have their deposit fee waived when starting services.

Paperless billing is a convenient, secure, and environmentally friendly way to view and pay your monthly bills and automatic payments provide ease-of-mind that you don't miss a payment.

Paperless Billing/Autopay Setup

1. Select the 'My Account' menu tab on your State's homepage (located at the top right corner), then select 'Go to Paperless Billing'.

2. You are now on the e-Bill site.
Existing customers - enter username/password
New customers - select Sign Up Now!
  After creating a profile, adding account information and accepting the terms and conditions you
  have created an online account and will **ONLY receive paperless bills going forward.**

3. From the main account screen, customers can set up Autopay and View the Current Balance.
  Please note, no bills before the sign-up date will be available for viewing under My Account.

4. Once 'Autopay' has been selected, you are taken to the Preferences tab.
You will want to want to select 'On Due Date' to allow time for bill review before payment is drafted.

  Please note, if your account was already billed and mailed as a paper bill prior to setting up your online account, you will need to make a one-time payment for the first bill. Bills generated after you complete account set-up will be sent as a Paperless Bill.

5. If at any time you wish to change back to Paper Billing, refer to the My Profile tab and select 'Remove' beside all account numbers. If you choose to switch to Paper Billing, a deposit may be assessed to your account based on payment history.

6. If you signed up for automatic payments to have your deposit waived, please email us at customerservicemidstates@libertyutilities.com, or call 1-855-872-3242 and select Option 8 so we can confirm the setup and remove the deposit charge from your account.

For any additional questions or concerns, please contact us at customerservicemidstates@libertyutilities.com