

Fishers Utilities Self-Service Paperless Instructions

Visit: fishersin.gov/services-resources/city-services/fishers-utilities/
and click on "Pay Your Bill"



Welcome to Fishers Utilities

Fishers Utilities is pleased to be serving Fishers residents with your convenient online self-service Fishers Utilities capabilities. For City of Fishers Department of Public Works Water Quality Team.

NOTE: The City is transitioning to the City of Fishers Water Quality Utility System. This change will require some account information to be updated. In order to access your account online by the City for the services you subscribe to, you will need to update your account information.

Service Area - Sewer & Stormwater Utilities: Services for the City of Fishers Water Quality Utility System. For the City of Fishers Water Quality Utility System. For the City of Fishers Water Quality Utility System. For the City of Fishers Water Quality Utility System.

Water & Sewer: Starting January 1, 2025, Fishers City will merge its water and sewer utility to be part of the City of Fishers Water Quality Utility System. This will require some account information to be updated.



Click on "Log In" and enter your account credentials (email and password).



On the left-hand side bar, click on "Sewer & Stormwater Utilities"



Click the blue hyperlink titled, "Bill Delivery Preferences".



The screenshot shows the 'Sewer & Stormwater Utilities Account Summary' page. A red arrow points to the blue hyperlink 'Bill Delivery Preferences' in the top navigation bar. The page includes a sidebar with navigation options like 'Home', 'Fishers Utilities', 'Accounts', 'Manage Bills', 'Account Summary', 'Automatic EFT Payments', and 'Contact Us'. The main content area is titled 'Billing Account' and contains fields for 'Service Address', 'Account Number', and 'Bill Delivery Preference'. Below these are sections for 'Your Current Balance' (Amount Due Now: \$0.00, Payment Due Date) and 'About Your Payments'.

Change Delivery Preference in the drop down menu from "Mail" to "Email" and add your preferred email address then click "update".



The screenshot shows the 'Sewer & Stormwater Utilities Set bill delivery preferences for this account' form. A red arrow points to the 'Mail' dropdown menu in the 'Delivery Preference' field. The form includes fields for 'Account Number', 'Customer Name', and 'Customer Number'. Below the dropdown are 'Update' and 'Cancel' buttons. The sidebar on the left shows navigation options like 'Home', 'Fishers Utilities', 'Sewer & Stormwater Utilities', 'Accounts', 'Manage Bills', and 'Account Summary'.

Fishers

Home
Fishers Utilities
Sewer & Stormwater Utilities
Accounts
Manage Bills
Account Summary
Automatic EFT Payments

Sewer & Stormwater Utilities
Set bill delivery preferences for this account

Account Number
Customer Name
Customer Number
Delivery Preference: Email
Update Cancel

Once this is updated this will reflect Email as your new Delivery Preference and your next bill should come to the email you provided. It may take one extra bill cycle to take effect.

Then repeat the above steps for your other account (sewer or stormwater), to update your Delivery Preference for each bill separately.

You'll want to ensure that DoNotReply@fishers.in.us is listed as a safe sender for your email inbox to keep this bill from going to your spam/junk folder.