

Electronic Bill Presentment & Payment (EBPP)

Frequently Asked Questions

💧 How do I sign up?

You can sign up on the City's website www.citymb.info to register for the new Electronic Bill Presentment & Payment (EBPP) option. Registered customers can access account information, such as bill history, water usage history, on-line payments or go paperless. To get started you will need a copy of your water and refuse utility bill.

💧 If I sign up for auto-pay, when will it start? Can I cancel my auto-pay anytime?

Auto-pay will start with the next billing due date after signing up with EBPP. You may cancel your auto-pay at any time by coming in to the City Hall Cashier counter or by contacting the City's water and refuse customer service representative at (310) 802-5559.

💧 Is my personal and credit card information secure?

Security measures are in place to protect against the loss, misuse, or alteration of the information you provide. The online payment software conforms to industry standards utilizing Secure Sockets Layer (SSL) technology, which is among the best software available for securing commerce transactions. In addition, Info-Send EBPP uses a minimum of 128-bit encryption to make your information unreadable as it passes over the Internet.

💧 I just signed up, why don't I have any on-line bills visible?

Your bills will become available on-line beginning with your next bill after you register for EBPP. You will accumulate up to a one year history on-line.

💧 What if I don't have a computer or email and would like to sign up?

You may contact the City's water and refuse customer service representative at (310) 802-5559 or come to the City Hall Cashier counter for assistance with signing up. City Hall hours are Monday – Friday 8:00AM to 5:00PM. You must have email to sign up for EBPP online.

💧 What if I already have auto-pay for my water and refuse bill through the City?

If you are currently enrolled in the City of Manhattan Beach Water Department's auto-pay program, your auto-pay will continue uninterrupted. If you want to register for the additional benefits of EBPP (such as: view or print your bills online, go paperless, receive your bill by email and/or set-up automatic recurring payments using credit cards) please contact the City's water and refuse customer service representative at (310) 802-5559.

💧 If I don't want to go paperless can I still get my paper bill in the mail?

If you do nothing you will continue to receive uninterrupted service from the City including the way you receive your paper utility bill. You will have the option to go paperless once you sign up with EBPP.

💧 Can I change my auto-pay method from a checking account to a credit card?

With the new EBPP you can change your auto-pay to your choice of the following credit cards: Visa, MasterCard, American Express or Discover.

💧 When does the money come out of my account when I sign up for auto-pay?

The payment is deducted from your checking, savings or credit card on the due date indicated on your bi-monthly water and refuse bill.

💧 Will I be charged a fee to set up my account to make or setup recurring payments?

The City does not charge you fees for using EBPP. However, your financial institution may charge you fees related to your Credit Card, including transaction fees or fees for attempting transfers with non-sufficient funds (NSF); please check with your financial institution.