



Q: Do I need to change my auto pay from GHID's previous online auto pay?

A: Yes. If you currently have auto pay through GHID's online payment system, you will need to log into that system and **deactivate** your auto pay. If you wish to continue with automatic payments, you must either create an account with Xpress Bill Pay and set it up at xpressbillpay.com OR contact GHID to have a customer service representative set you up on automatic bank draft.

Q: Do I need to change the way I pay my bill if I am currently set up for GHID to draft my bank account?

A: No. Automatic bank draft payments set up through our office will not change.

Q: What is Xpress Bill Pay?

A: Xpress Bill Pay is the company we have partnered with to handle our online payments. You can access your account from their website, xpressbillpay.com.

Q: Does it cost anything to sign up for online payments?

A: No. It's free to sign up for online bill payment and to use the Xpress Bill Pay service.

Q: I currently use Xpress Bill Pay for my West Valley City bill. Will I need to create a new account?

A: No. You can use your same Xpress Bill Pay account to login, view and pay a variety of other organizations.

Q: What payment choices do I have?

A: You can pay with a credit or debit card or transfer funds directly from your checking account (aka eCheck). In an effort to keep costs down, GHID will no longer accept American Express due to their high processing fees.

Q: What will my bill look like online?

A: We try to make the online bill display similar to your GHID paper statement so you'll find it easy to read your bill on a screen.

Q: What other information is available?

A: If you were receiving paper statements from us, you should be able to view a years' history of your account online, so you can compare your current bill to a previous bill. If you were receiving ebills from us, you will only be able to see a month or two.

Q: Do I need to pay my bills from my computer?

A: Not at all. You can pay your bill from just about anywhere via computer or mobile device. All you need is access to the internet through a web browser. You then log in to your account using your email address and password or sign in using our mobile app.

Q: How do I know the payment went through?

A: After you complete the transaction, you can receive an email receipt to confirm that your payment went through.

Q: Is my information safe?

A: Absolutely. All the transactions are handled on secure servers. As long as you don't give out your password, only you will be able to access your account. Plus, your personal information or email address will not be sold or rented to third parties for marketing purposes without your permission.