



PRESS RELEASE

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FOR IMMEDIATE RELEASE

City of Astoria Upgrades Utility Billing and Payment System

The City of Astoria is pleased to announce an upcoming upgrade to its finance and utility billing software. This investment in modern technology will enhance service for utility customers by improving accuracy, increasing efficiency, and providing new online payment features.

The new system will allow City staff to respond more quickly to customer inquiries while offering utility customers additional payment options and greater control over their account management, including automatic payment scheduling through an online portal.

What to Expect During the Transition

The software transition will begin in mid-June 2026. While the City works to ensure a smooth conversion, customers may notice a few temporary changes to the billing process.

Utility Bills

The first two utility bills issued following the transition will be mailed as standard paper bills. Customers should review these bills carefully, as they will contain important information about how to sign up for paperless billing, autopay, and access the new online portal. Paperless billing will not automatically transfer from the old system.

Automatic Payments

Existing automatic payments will not transfer from the current system to the new platform. Customers who currently use AutoPay will need to make payments manually until they establish a new AutoPay arrangement through the updated payment portal.

New Online Payment Portal

Instructions for accessing the new payment portal, creating an account, and enrolling in AutoPay will be included with utility bills and available on the City's website. The new portal is designed to provide a more user-friendly experience and additional tools for managing utility accounts online.

Thank You for Your Patience

The City recognizes that transitions of this nature can create temporary inconvenience and appreciates the community's patience and understanding throughout the process. We are confident that these improvements will provide a more reliable, efficient, and convenient experience for our customers for years to come.



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Additional information and updates will be shared on the City of Astoria website as the transition progresses. Please direct questions or concerns to the finance department at 503-325-5821 or utilities@astoria.gov.

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