



# IGH Utility Billing Step-by-Step Guide:

- Registering within the Payment System
- How to Enroll in Autopay

1. First, **to register your account on the payment website**, go to:  
[www.invoicecloud.com/CityofInverGroveHeightsMN](http://www.invoicecloud.com/CityofInverGroveHeightsMN) and click **Register Now.**

The screenshot shows the City of Inver Grove Heights website interface. At the top left is the logo. Navigation links for 'Sign In', 'Register', and 'Contact Us' are at the top right. The main heading is 'Pay or View Bills' with the instruction 'Please select an item to get started.' Below this are two columns: the left column offers 'Pay online with One Time Pay, no registration required.' with a 'Pay Now' button; the right column offers 'Create an account to be able to use extended features.' with a 'Register Now' button. An orange arrow points from the 'Register Now' button in the screenshot to the text in the previous block. To the right of the main content is a 'Need Help?' section with contact information: 'You may reach us at (651) 450-2520' and 'You may email your questions to [utilitybilling@ighmn.gov](mailto:utilitybilling@ighmn.gov).' Below this is an 'Email Us' button. The bottom section of the page is titled 'Pay online' and lists payment methods: VISA, Mastercard, AMEX, DISCOVER, G Pay, Apple Pay, and eCheck. At the very bottom, there are three icons with text: 'Fast and easy' (No registration is required for), 'Safe and secure' (Your information is kept), and 'Eco-friendly' (Paying online reduces paper).

2. On the **Account Locator** screen, please enter your account number, including the dashes and then click **Search Invoices**.

City of Inver Grove Heights logo

Sign In Contact Us

Return to previous page

## Please Locate Your Account

Utility Bills  
Search our files for your invoices using the fields below. Please fill in at least one of the optional fields to continue.

[Need help finding your invoice?](#)

Account Number (Including Dashes) \*      Last or Business Name (optional)

3. In the **Search Results** screen, **click in the box to the left of your name** and then click **Register Selected Accounts**.

City of Inver Grove Heights logo

Sign In Contact Us

Return to previous page

## Search Results

Please review your results below and select invoices to Pay. Click [here](#) if you would like to search again.

| Account #                                       | Owner      | Due Date  | Current Bill | Amount Due |   |
|---|------------|-----------|--------------|------------|---|
| <input checked="" type="checkbox"/> 01-00367-01 | [REDACTED] | 5/20/2025 | \$207.31     | \$0.00     | <a href="#">View Invoice</a><br><a href="#">Related Invoices</a><br><a href="#">Remind Me</a> |
| <input type="checkbox"/> 01-00 [REDACTED]       | [REDACTED] | 2/20/2025 | \$177.22     | \$0.00     | <a href="#">View Invoice</a><br><a href="#">Related Invoices</a><br><a href="#">Remind Me</a> |

|

4. On the **Register** screen,

- Enter your email address and confirm that it is correct.
- Enter a password and confirm that it is correct.
- Choose to receive a paperless e-bill or a paper bill sent in the mail.

**If you prefer to receive paper invoices by mail, please UNCHECK this box. If you do not uncheck this box, you will be automatically signed up for e-bill invoices.**

The screenshot shows the 'Register' screen with the following elements and annotations:

- Return to previous page** (link)
- Register** (title)
- Instructions: "Please fill out this form to complete your registration. All required fields are marked with a \*." and a link to "Click here for information on linking accounts together."
- Account Number \*** (text input: 01-00367-01)
- Email Address \*** (text input) and **Confirm Email Address \*** (text input) - Green arrows point to both.
- Create Password \*** (text input) and **Confirm Password \*** (text input) - Green arrows point to both.
- I would like to sign up for Paperless** - A red arrow points to this checkbox.
- Disclaimer: "I understand that at any time, I can print out my bill and/or decide to receive paper bills by editing my online profile. Please select the Invoice Types on the right you wish to go Paperless for." with a  **Utility** checkbox.
- Text: "In order to complete your enrollment, you must verify receipt of the Paperless Registration Information email which will be sent to your email address on record for each Invoice Type selected."
- Acknowledgment: "Registrant hereby acknowledges that he or she is the valid, authorized signatory for this account with full responsibility for decisions related to this account." and a link to "Click to view Terms and Conditions".
- Complete Registration >** (button) - An orange arrow points to this button.

To complete your registration, click **Complete Registration**.

You have now successfully registered your account! Remember, you can always reach your home screen by clicking on the house icon at the top of the screen.

5. Next, enroll in **AutoPay**. From the **Your Account At A Glance** home screen, click inside the box that reads **"AutoPay X Not Enrolled."**

**CITY OF INVER GROVE HEIGHTS**

My Account ▾ My Profile ▾ Support ▾ Sign Out

## Your Account At A Glance

**I Want To...**

[Pay My Invoices](#) >

[Manage My Accounts](#) >

|                |                |   |
|----------------|----------------|---|
| <b>AutoPay</b> | ⊗ Not Enrolled | > |
| Paperless      | ✔ Enrolled     | > |
| Pay By Text    | ⊗ Not Enrolled | > |

**Recent Open Invoices** >

| Invoice Date | Due On    | Balance Due |
|--------------|-----------|-------------|
| 2/26/2025    | 3/20/2025 | \$193.44    |

**Recent Closed Invoices** >

| Invoice Date | Account #   |
|--------------|-------------|
| 11/25/2024   | 02-14109-01 |

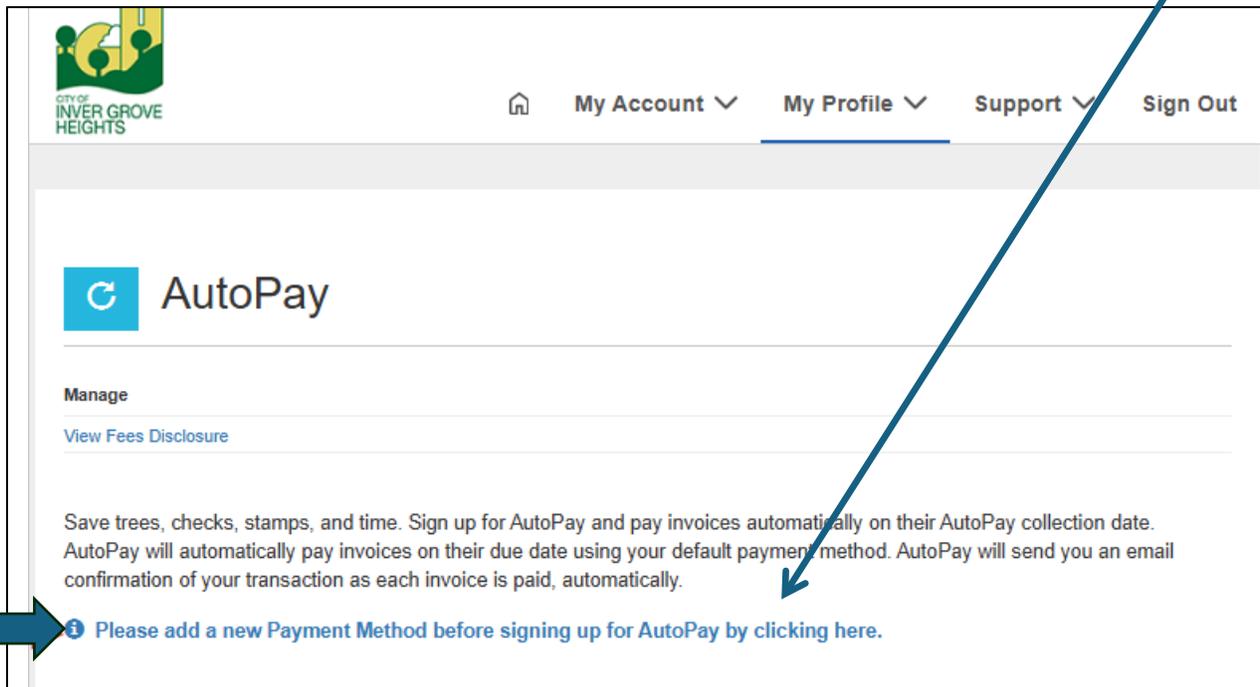
**Recent Payments** >

| Payment Date | Account #   | Amount   |
|--------------|-------------|----------|
| 3/21/2025    | 02-14109-01 | \$171.45 |
| 3/21/2025    | 02-14109-01 | \$5.31   |

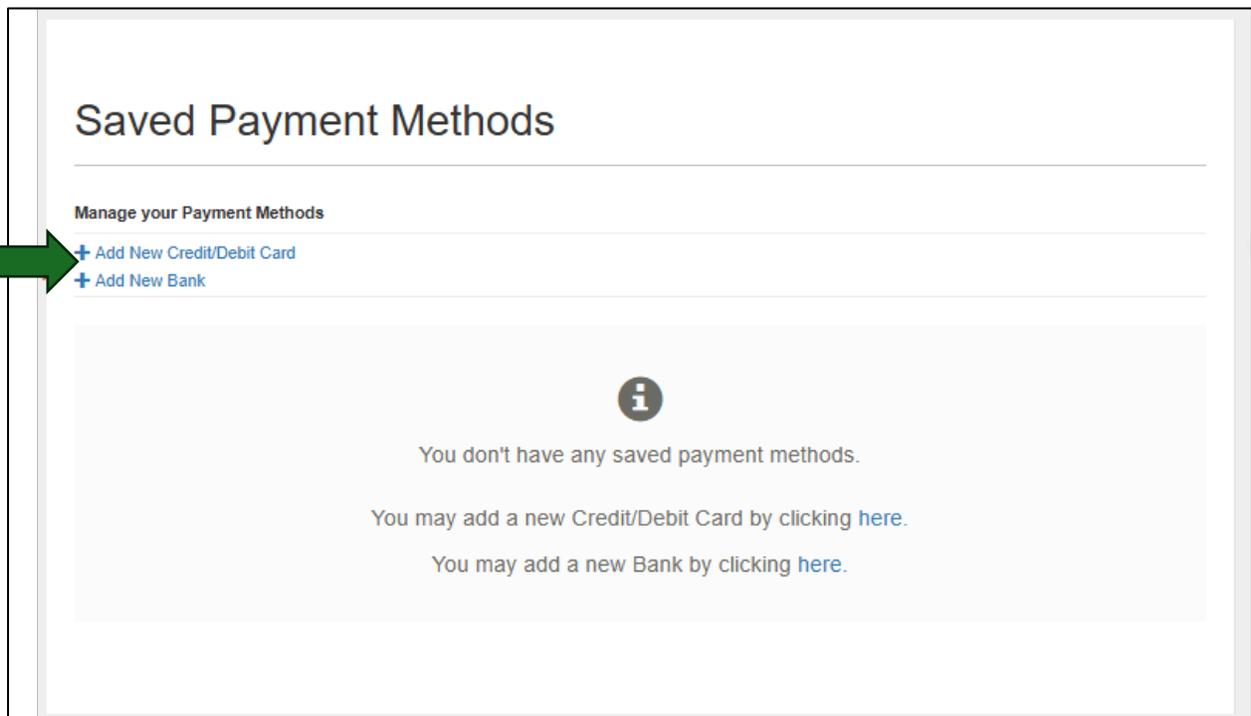
**Upcoming Scheduled Payments** >

*No History Available*

6. On the **AutoPay** screen, **click on the blue highlighted line** that says, "Please add a new Payment Method before signing up for AutoPay by clicking here."



7. You'll be given the option to add a new credit card, debit card or a new bank account. **Enrolling by credit or debit comes with a 3.1% added convenience fee. Enrolling with a bank account comes with no added fees.** Click on your preferred option:



8. Fill in the required payment information, then click **Save Credit/Debit Card Information** or **Save Bank Information**, depending on your choice.

[Return to previous page](#)

### New Credit/Debit Card

Please fill out all fields below and click Save Credit/Debit Card Information to save your information. [Need more information?](#)

Asterisks (\*) indicate required fields.



**Credit/Debit Card Number \***

**Expiration Date**

**Month \***  **Year \***

**Billing Name \***

**Billing Address \***

**Country**

**Billing City \***

**State \***

**Zip \***

Default

Save Credit/Debit Card Information

[Return to previous page](#)

### New Bank

Please fill out all fields below and click Save Bank Information below. [Need help filling out this information?](#)

Asterisks (\*) indicate required fields.

**Bank Name \***

**Bank Routing/ Transit \***

**Bank Account Number \***

**Confirm Bank Account Number \***

**Account Type \***

**Billing Name \***

**Billing Address \***

**Country**

**Billing City \***

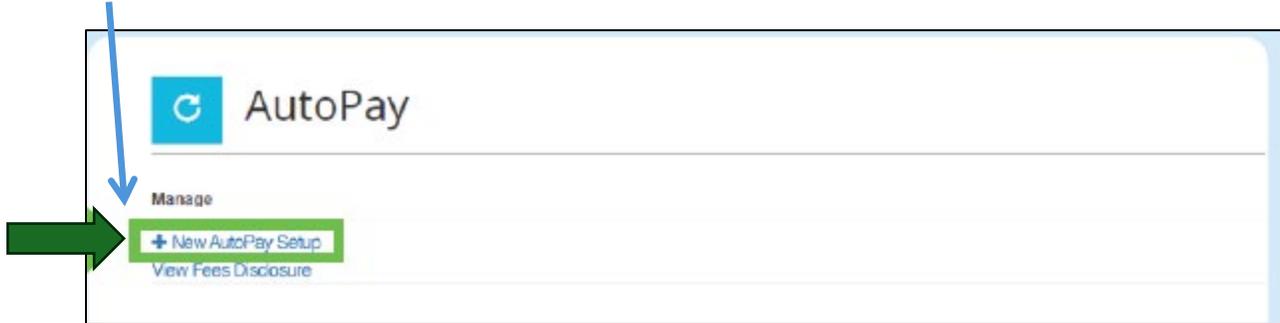
**State \***

**Zip \***

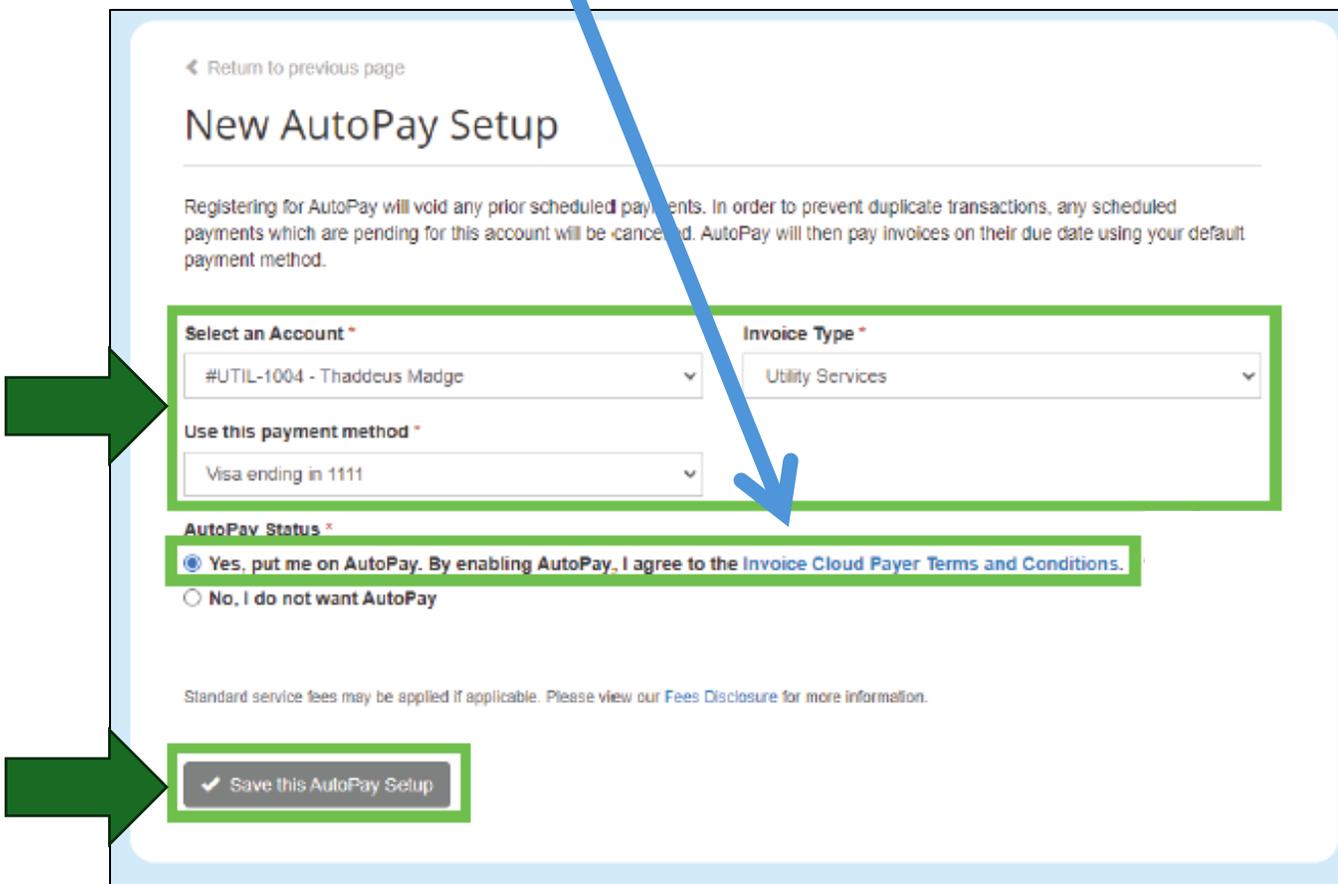
Default

Save Bank Information

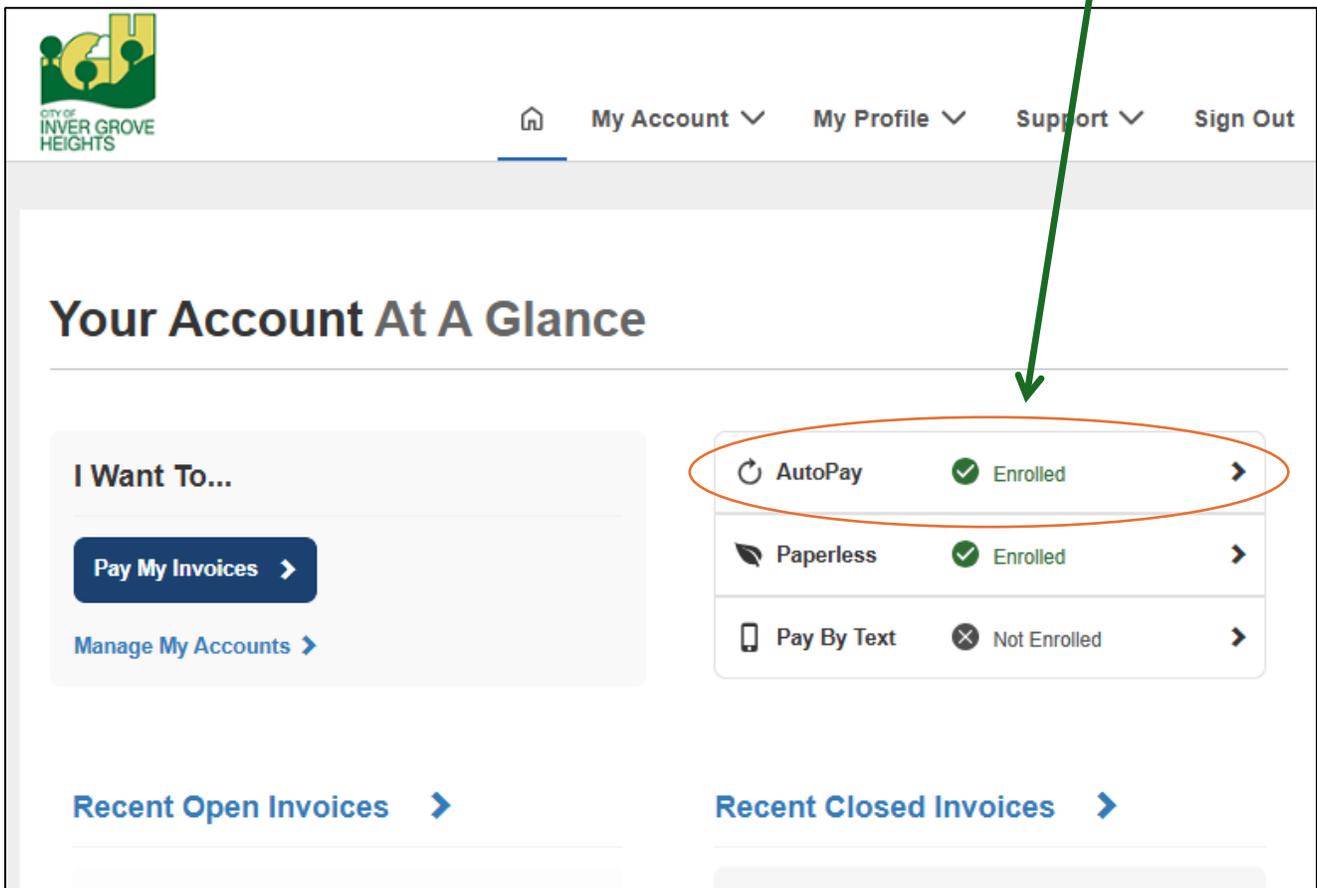
9. **Go back to your home page** by clicking the house icon at the top of the screen. Then, click back into the **AutoPay X Not Enrolled** box. You will be brought back to the AutoPay screen where you can click on **[New AutoPay Setup](#)**



10. This will bring you to the **New AutoPay Setup** screen. It will show the payment information you have entered. If the information is correct on the screen, click, **"Yes, put me on AutoPay"** and then click **Save this AutoPay Setup** at the bottom of your screen.



Once you have clicked save and return to the **Your Account At A Glance** home screen, you will see that the **AutoPay box is now highlighted as Enrolled!**



**Autopay Enrollment** ensures that your payment will automatically be debited on the 20<sup>th</sup> day of the month, following the issuance of your invoice, or the next business day.

**You can always reach IGH Utility Billing during business hours:**

- **Email: [utilitybilling@ighmn.gov](mailto:utilitybilling@ighmn.gov)**
- **Phone: 651-450-2520**
- **In person at City Hall**

**Thank you for enrolling! We look forward to providing you with excellent service for your Utility Billing needs.**