



Introducing new electronic billing and payment services!!

The City of Coeur d'Alene is excited to modernize its utility billing options for our customers and make it easier than ever to pay.


WHAT YOU NEED TO KNOW

***Effective Immediately, you have online customer access to the new payment portal.**



*The Portal is available for payments and to set up autopay - March bills will be available online by 04/01.

A new bill has been designed with more information about your charges and usage to aid in understanding. When you set up an online account, electronic copies of your bills will be retained and available for viewing or reprint. There is no additional charge for this service.

For existing email customers or anyone wanting to sign up for  paperless billing, you must establish an online account. All customers will receive a paper bill due to our software transition until the account is signed up for paperless billing.

You can set up your new online account at <https://cdaid.billingdoc.net>

DON'T WANT TO PAY A CONVENIENCE FEE?



Bill Pay: If you are currently sending the City payments using your bank's bill pay option, you can continue to do so.



City Hall: You can pay with check or cash at City Hall at 710 E. Mullan Ave.



Mail: Please include your payment stub in the enclosed envelope with a check made payable to the City of Coeur d'Alene. Please do not mail cash.

WANT A CONVENIENT WAY TO PAY? 2.35% for credit cards (\$2 minimum) and \$1.00 for e-checks, convenience fee



Online: Visit our website at <https://cdaid.billingdoc.net>

Auto Pay: Sign up for automatic payment using your credit card.

One-Time Payment: Make a one time payment using your credit card or bank account. You can also make payments without having to login and setup a customer profile. Convenience fee applies for each payment.



City Hall: You can pay with a credit card at City Hall.



Phone: 24/7 call toll free (208) 415-1908 using your credit card.