city of Columbia
Finance

PayCoMo Update
Utility AutoPay

What is PayCoMo?

PayCoMo is Finance's online (and phone) payment platform. The implementation started with City Utilities, and the goal is to consolidate all City online payment services for both residents and staff. Visit it here at https://pay.como.gov.

What's New?

The AutoPay (bank draft, recurring payment) feature is now available on PayCoMo. Customers can enroll, cancel or change their preferred payment method on the platform.

Additional features include the ability to enroll with either a bank account or card; receive upcoming payment notifications; and manage multiple properties quickly and easily.

Important Information (Impact)

As a result of this transition away from in-house, manual AutoPay payment processing, existing Utility AutoPay customers will need to re-enroll in AutoPay through a registered PayCoMo profile.

Beginning with bills dated March 1, 2024, existing AutoPay plans will begin to be discontinued.

14,000 customers are currently remaining on a City AutoPay plan, and there are 975 enrolled PayCoMo AutoPay customers as of 12:00 pm on 2/7/24.

Communications Plan

Utility bill stuffers, customer letters and emails will go out in February notifying customers about the upcoming transition date. Additionally, Utility Facebook page posts will be leveraged to notify customers about the change.

Upcoming Dates

- Thursday, 2/1/24 - Utility Facebook and Twitter (X) Posts about upcoming changes - COMPLETED
- Friday, 2/2/24 - Utility Bill Stuffers & Utility Bill Comments begins - COMPLETED
- Wednesday, 2/7/24 - Email to all current City AutoPay customers (not enrolled through PayCoMo) - COMPLETED
- Friday 2/16/24 - Email to all current City Utility Customers, regardless of AutoPay status
- Friday 2/23/24 - Second (reminder) Utility Facebook and Twitter (X) Post
- Last week of February - Printed Letter (yellow) to current City Utility AutoPay customers and second (reminder) email
- Sunday 3/3/24 - Discontinuation of any remaining City Utility AutoPay plan types begin
- Wednesday 3/13/24 - Water & Light Advisory Board Meeting Update
- Thursday 3/28/24 - First Due Date (Post transition)
- Wednesday 4/11/24 - First Delinquent Date (Post transition)

Upcoming PayCoMo Project Rollouts

- Redirect MyUtilityBill “Pay Bill” website traffic to PayCoMo – ETA Q2 2024
- Home Energy Loan and General Billing Service Launch on PayCoMo – ETA Q3 2024
- Home Energy Loan and General Billing AutoPay transition – ETA Q3 2024
- Permits, Licenses, and Special Assessment Fees on PayCoMo – ETA Q4 2024
- Traffic Tickets on PayCoMo – ETA Q1 2025