Have you been confused about billing? Please see below for the frequently asked billing questions.

* **How will I receive my bill?**
  + All bills can be found in your customer portal and emailed on the first of the month. [Click here](https://customer.lancityconnect.com/login) to log into your portal.
* **When will I receive my bill?**
  + You will receive your monthly invoice on the **FIRST** of the month.
* **What to expect on my first bill?**
  + Your first bill includes a prorated amount beginning on the date of your internal installation through the 1st of the following month and will also include the next month’s bill
* **When is my bill due?**
  + All bills are due on the **21st of the month**. Any past due payments are subject to a **1.5%** monthly Service fee.
* **How can I pay my bill?**
  + There are a few ways to pay your bill:
    - We accept payments via credit card and E-Check through the customer portal
    - Payments can be made in person at any Lancaster County Fulton Bank branch
    - You can set up Automatic Payments in the customer portal
  + We do not accept payments over the phone.
* **How can I receive a paper bill?**
  + You can receive a paper bill by calling customer service at 844-526-2489. All paper billing is subject to a $3.00 monthly fee.
* **Why is my bill not in my customer portal?**
  + Your first LanCity Connect bill will not arrive in your portal until the first of the month.
* **Is there an option of automatic payments?**
  + Yes! You can set up automatic payments in your customer portal. Please note: all automatic payment withdraws are made on the 4th of the month, any automatic payment set up after the 4th of the month will not be withdrawn for that invoice period. Payments must be made manually if automatic payment is set up **ON or AFTER** the 4th of the month.
* **I paid at Fulton Bank, why does my customer portal still show I owe money?**
  + We currently do not have instant reporting from Fulton Bank. Therefore, although your payment was successfully made, we do not have record of it yet. As long as you have proof of payment, you do not have to worry!

If you are having any issues paying your bill and/or these FAQs did not help you, please immediately call customer service at **844-526-2489** Monday – Friday 8 am – 8 pm, Saturday & Sunday 12 pm – 5 pm to ensure there are no interruptions in your service due to delinquent bills.