

## Update Notice - How to Pay your BIA CRA-ES Electric Power Bill

To make paying your Bureau of Indian Affairs (BIA) Colorado River Agency Electrical Service (CRA-ES) electric power bill simpler and as hassle free as possible, we have added a new option to bill paying. In addition to the classic methods of electric bill payments, customer walk-in or over the phone, we now offer in addition to the classic methods a free online bill payment method called **Pay.gov**. All merchant fees are paid by the US Treasury so there is no cost to use this service, and it does not cost the CRA-ES to offer the service.

To access the Pay.gov BIA CRA-ES web portal follow the steps listed below.

Step 1: Use any device that have internet access and supports Firefox, Google Chrome, Internet Explorer, or Safari.

Navigate to <https://www.pay.gov/public/home>

Type "Colorado River Agency" in the Search Box.

Step 2: Under "BIA: Colorado River Agency – Electrical Service" Click Continue.

To complete the payment process simply follow the instructions provided and press the button 'Continue to the Form' to begin.

You will be required to have your customer account number ready for manual entry into the form. Customers do have the option of creating an online account with Pay.gov, which will enhance and ease the process of online bill payment.

To create a Pay.gov account navigate to <https://www.pay.gov/public/registration>

Credit Cards are limited to a total of \$24,999.99 for all transactions with one or more U.S. Government agencies conducted on the same day using the same credit card.

If you have any questions, comments, or concerns you may contact BIA CRA-ES Finance Office at (928) 669-7173 or accessing the Pay.gov Help page at <https://www.pay.gov/WebHelp/HTML/about.html>