

Board of County Commissioners

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Carroll County Government

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FOR IMMEDIATE RELEASE

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Carroll County Launches a New Utility Software Billing System

Westminster, MD, Tuesday, January 7th, 2025 – Carroll County Government and the Comptroller's office are excited to announce the launch of a web-based utility billing system. Modernizing the online system will enhance user experience and streamline payment processes for Carroll County residents.

The enhanced bill pay system for Utility Billing is officially live. The new web portal can be bookmarked using the following link:

<https://carrollcountymd.municipalonlinepayments.com/carrollcountymd>

Or all Payment Services can be accessed via the Carroll County Government payments page:
<https://carrollcountymd.gov/billpay>

Online payments through Resident Access will provide secure and convenient access for bill payments and account management. As a reminder, utility bills issued in January will have a new look and format.

Residents will need to update any bookmarks or saved links they use to access the online payment portal.

Payments can still be made by mail, in person, and by phone. Please note, that processing fees will apply to the pay by phone and online options.

CARROLL COUNTY

The Americans with Disabilities Act applies to the Carroll County Government and its programs, services, activities, and facilities. Anyone requiring an auxiliary aid or service for effective communication or who has a complaint should contact The Department of Citizen Services, 410.386.3600 or 1.888.302.8978 or MD Relay 7-1-1/1.800.735.2258 or email ada@carrollcountymd.gov as soon as possible but no later than 72 hours before the scheduled event.