

City of Glidden


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Dear Resident,

The City of Glidden has launched a new online billing and payment service called FrontDesk. This will offer you greater flexibility to view and pay your utility bills online. In addition, you will have options to enroll in AutoPay and receive electronic notifications.

With FrontDesk, can you look forward to being able to:

- Pay your utility bills any time with this easy-to-use online portal
- 24/7 access to your account including utility usage, tracking multiple accounts, and submitting service requests Manage your account and view usage and payment history
- Enroll in AutoPay with a credit card, debit card, or ACH information to avoid late or missed payments
- Get emails or texts from us when your bill is ready, when a payment is scheduled, and after
- Update your notification settings so you can receive other important messages and notifications from us
- Fill out and submit forms directly online and pay associated fees. Our staff will review and process the forms – no more paper required!
- Use Citizen Requests to submit requests directly to the necessary government officials with a few clicks of a mouse or taps on a smartphone.

What does this mean if you currently already receive electronic bills or are enrolled in AutoPay with ACH?

You will need to log into FrontDesk and create a new account. You will be required to update your preferences and set up new AutoPay information. (Make sure you choose e-check as this will not have any fees). Accounts need to be made by September 23rd or your account will automatically be activated by the city of Glidden. Please be sure to create your FrontDesk account as soon as possible.

Sign up today by going to: <https://cityofglidden.frontdeskworks.com/>

If any questions, please contact the City Office at 659-3010.

Best Regards,

City of Glidden