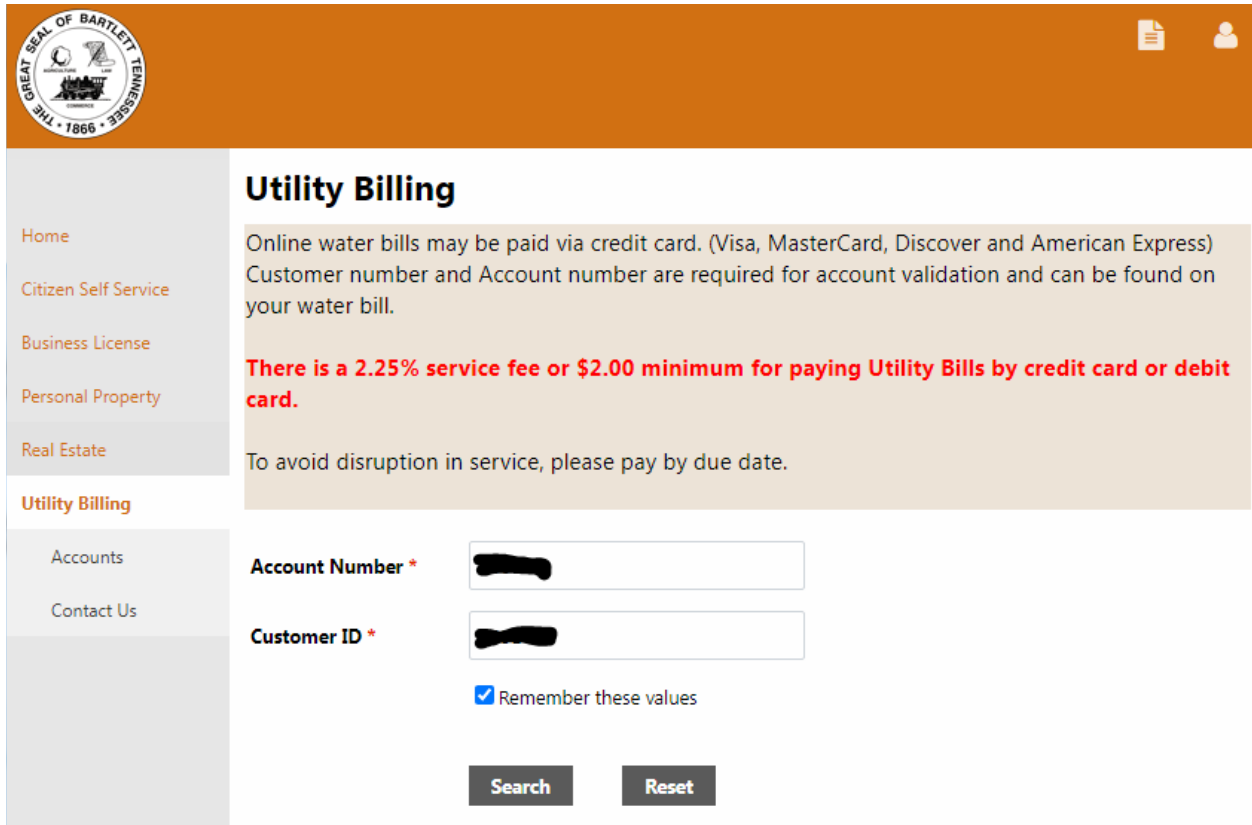





Automatic Credit Card enrollment instructions

Step 1:

From Utility Billing: Enter Account Number and Customer ID found on Water Bill and select 'Search'



Utility Billing

Online water bills may be paid via credit card. (Visa, MasterCard, Discover and American Express) Customer number and Account number are required for account validation and can be found on your water bill.

There is a 2.25% service fee or \$2.00 minimum for paying Utility Bills by credit card or debit card.

To avoid disruption in service, please pay by due date.

Account Number *

Customer ID *

Remember these values

Step 2:

Enrollment is available from several places, but this document will show you how manage your enrollment via the 'Bill Details' page. Under Menu Item 'Manage Bills' choose 'Bill Details'. Note: If not bills are visible, click on 'Show Past Bills'.

The screenshot shows the 'Utility Billing Manage Bills' page. The left sidebar contains a menu with 'Manage Bills' circled in red and an arrow pointing to it. The main content area shows account information, a table of outstanding bills, and a 'Pay' button. The 'Show Past Bills' link and the 'Bill Details' link in the table are also circled in red with arrows pointing to them. A 'Pay' button is circled in red with an arrow pointing to it. The total due amount is \$73.41.

Utility Billing
Manage Bills [Sign up for EFT Automatic Payments](#) | [Account Summary](#)

Service Address [REDACTED]
Account Number [REDACTED]
As of 06/21/2022

- Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills (bill years 2001 to 2023 only) [Show Past Bills](#)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	2955155	5/13/2022	6/2/2022	\$66.88	\$0.00	\$73.41	Bill Details

Total Due: \$73.41

[Pay](#)

select bills you would like to pay now, then click "Pay"

Step 3:

From the Bill Detail page, choose 'details' to take you to the enrollment control screen.

The screenshot shows the 'Utility Billing Bill Detail' page. On the left is a navigation menu with options: Home, Citizen Self Service, Business License, Personal Property, Real Estate, and Utility Billing (which is selected). The main content area displays the bill number 2973656 and a table of dates: As of (06/21/2022), Bill Date (5/31/2022), and Pay By (6/15/2022). Below this, it states 'Automatic Payments: Actively enrolled in automatic credit card payments'. A yellow button labeled 'details' is circled in red, with a red arrow pointing to it.

Step 4:

From here you may enroll or delete your enrollment.

The screenshot shows the 'Automatic Credit Card Payment Settings' page. It contains the following text:
As a convenience to you, we offer an optional "Automatic Credit Card Payment" service. If you wish to use this service, this page allows you to enroll or delete enrollments.
Automatic Credit Card Payment enrollment is still subject to the \$2 minimum fee for payments up to \$89 and 2.25% fee for payments over \$89.
*** TO UPDATE YOUR CC EXPIRATION DATE OR CHANGE CARD NUMBER... YOU MUST DELETE THE CURRENT ENROLLMENT AND THEN RE-ENROLL WITH THE NEW INFORMATION!
At time of processing, if your card has expired or is declined, we will delete your CC enrollment and thus position your account back to a manual payment process. Late fees and/or penalties will be your responsibility. ***
Automatic Credit Card Payment Settings

Customer/Owner	[REDACTED]
Payment method	Credit Card
Bill type	UB Services - General
Enrollment status	Actively enrolled in automatic credit card payments

At the bottom of the page are two buttons: 'Delete Enrollment' and 'Close'. A red arrow points to the 'Delete Enrollment' button.