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Utility Billing Department

For Inquiries Call: (972) 286-4477

Office Hours: Monday – Friday 8:00 a.m. – 5:00 p.m.

Online Account Login

The Online Account Login screen is the initial screen where you will be directed to login to access your account. Should you have forgotten your password, you may click on the **Forgot Password** button.

Accessing your Account for the First Time

Use the **PIN number** associated with your account number located on your bill to access your account for the first time. Should you not have a PIN number, please contact Utility Billing for assistance. Press the **Continue** button to proceed.

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Log In

Enter your **Account Number** or **Email Address (if you have an email address associated to your account)** the **Password/PIN** associated with the account. Press the **Continue** button to proceed.

Remember that the password field is **case-sensitive**. If you are having trouble logging in, check your Caps Lock or use the **Forgot Password** button.

If you are still unsuccessful, you will need to contact Utility Billing Department for help accessing your account.

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Forgot Password

If you do not remember your password, or if you get the error message "The account number or PIN number is not valid," choose the **Forgot Password** button for assistance.

You will be re-directed to another page after pressing the **Forgot Password** button.

1. You will need to correctly answer the security question you chose during your initial account registration.
2. Press the **Continue** button to proceed.

The system will display a red-colored notification stating that "**The online security answer is not correct**" if you have answered incorrectly.

3. Re-enter the correct answer.

If you do not remember the correct security answer, press the **Cancel and Return to Home Page** button and contact Utility Billing for assistance.

4. Press the **Okay** button.
5. You will receive a message box stating, "**Password reset. You should receive an email with the new temporary password.**" Your temporary password will be sent to the email address associated with the utility account.
6. You will then be re-directed to the login screen.
7. Check your e-mail inbox for the new password.
8. You may copy and paste the new password in the **Password/Pin** field.

If you do not remember the correct answer, please contact Utility Billing for assistance.

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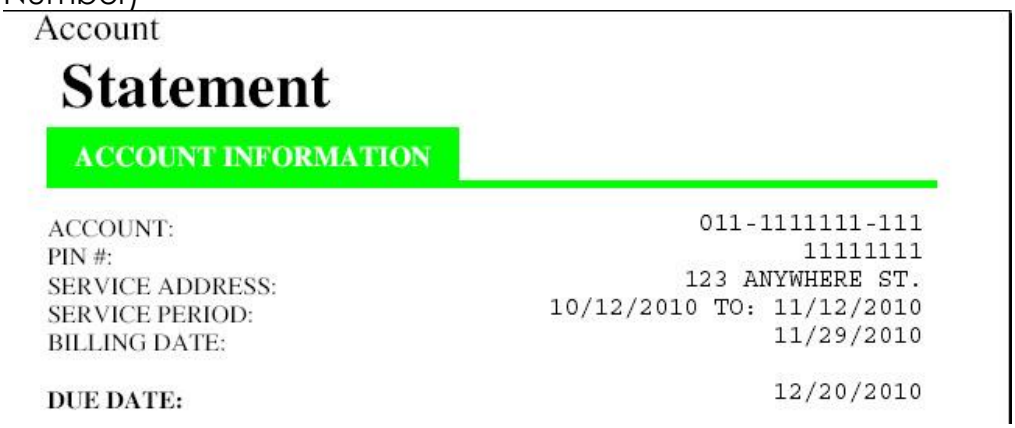
First Time Registration

If this is the first time you have used the online payment feature, we ask that you register. Registration allows you additional security by changing your password/PIN. You may also change your security question and/or edit your security answer. Should you want to store your payment accounts and billing information securely for future use, you must first register and then change your password/PIN.

Use the **PIN number** associated with your account number located on your bill to access your account the first time. Should you not have a PIN number, please contact Utility Billing for assistance. Press the **Continue** button to proceed.

To register, simply follow the steps outlined below:

1. Enter the **Account Number** or **Email Address** **(if you have an email address associated to your account)** you wish to register. (See image of bill below to locate your Account Number)



Account

Statement

ACCOUNT INFORMATION

ACCOUNT:	011-1111111-111
PIN #:	11111111
SERVICE ADDRESS:	123 ANYWHERE ST.
SERVICE PERIOD:	10/12/2010 TO: 11/12/2010
BILLING DATE:	11/29/2010
DUE DATE:	12/20/2010

2. Enter your **PIN** number. (See image of bill above to locate your PIN #)

NOTE: Use the **PIN number** associated with your account number located on your bill to access your account the first time. Should you not have a PIN number, please contact Utility Billing for assistance.

3. Press the **Continue** button to proceed.
4. Select the "**Register for additional services**" option from the Action to perform drop-down list.
5. Enter your Current Password/PIN.
6. Enter your New Password.
7. Confirm your password.
8. Select your security question from the "Security Question Suggestions" drop-down box. (If you select one of the security questions from the drop-down box, skip to step 8, below.)

6. Should you not see a question you feel comfortable with, Select the "**Other (please specify).**"
7. In the **Your Security Question** field, type in your own security question.
8. Type in the answer to your security question in the **Security Answer** field.
9. Confirm the security answer.

10. Press the **Continue** button to proceed.

Change Password

You may also change your security question and/or edit your security answer. Select the "Change Password" option from the drop-down list to get started.

To edit your Online Account Security, simply follow the steps outlined below:

1. Assure that the Account Number and Service Address displayed on the screen is the account that you wish you apply security changes to.
2. Type in your **Current Password**.
3. Type in your **New Password**.
4. Confirm your **New Password**.
5. Select your security question from the "Security Question Suggestions" drop-down box. If you select one of the security questions from the drop-down box, skip to step 8, below.
6. Should you not see a question you feel comfortable with, Select the "**Other (please specify)**"
7. DELETE the text in the **Your Security Question** field and type in your own security question.
8. Type in the answer to your security question in the **Security Answer** field.
9. Confirm the security answer.
10. Press the **Continue** button to proceed.

You will be re-directed to the Home Page if your changes are successful.

Press the **Cancel and Return to Home Page** button to disregard any changes, if you have made any, and to return to the home page. Any changes you have made immediately preceding pressing the **Cancel and Return to Home Page** button will not be saved.

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Make a One-Time Payment

You have the ability to make a one-time payment, without registering, by selecting the "**Make a One Time Payment**" from the drop-down box.

To make a one-time payment, simply follow the steps outlined below:

1. Assure that the Account Number and Service Address displayed on the screen is the account that you wish you make a payment to.
2. Enter the payment amount.
3. Press the **Pay with Credit Card** button.

You will then be directed to a secure page to enter your credit card payment information and billing information.

4. Enter all of the information as requested.

5. Is this a Corporate or Business Card? Change the answer to "No"

6. Click the **Pay by Credit Card** button.

7. You will get a "Confirm Payment" screen regarding the payment affirmations. You will check the box to accept all of the above. Click the "Make Payment Now".

You will receive a confirmation page signifying a successful payment. Press the **Home Page** or **Print Receipt**. Additionally, you will see the payment in the **Show Payment History** screen.

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Home Page

The Home Page option in the drop-down box simply returns you to the home page which gives you your account at a glance. Should you wish to edit any of the information on the home page, please refer to the respective section.

Show Payment History

Payment History allows you to view all payments and charges for your account in real-time.

Press the **Action to perform** button to return to the home page.

Show Consumption History

The Show Consumption History page allows you to view the reading date, service code, description and the consumption amount for your account.

Press the **Action to perform** button to return to the home page.

Press the **Water Graph** button to view the graph for the last two (2) years of service.

Press the **Return to Consumption History** button to return to that page.

Show Last Bill

The Show Last Bill page allows you to view the transaction date, services you were billed for, description of the service codes, consumption amounts and transaction amounts for each of the services you were last billed for.

Press the **Action to perform** button to return to the home page.

Show Service Balances

Service Balances allows you to view the service code(s), a description of those codes and balances for each of the code(s).

Press the **Action to perform** button to return to the home page.

Show Additional Account Information

Show Additional Account information allows you to view you're:
Home Phone Number.
Work Phone Number and extension.
Cell Phone Number.
Email Address.
Email Payment Reminder.
Email or Print Cutoff Notice.

Should you wish to edit any of the information on this page, follow the steps outlined below:
Change Basic Account Information Including Ebill

1. Select the "**Change Basic Account Information Including Ebill**" from the drop-down box.
2. Edit the information in the fields you would like to change.
3. Press the **Continue** button to proceed.

You will be re-directed to the Home Page if your changes are successful.

Press the **Action to perform and return to the Home Page** button to disregard any changes. Any changes you have made immediately preceding pressing the **Action to perform** button will not be saved.

Setup or Change Automatic Credit Card Payments

You may elect to have your bill automatically drafted from your credit/debit card. To enroll in Automatic Credit Card Payments, simply follow the steps outlined below:

1. Assure that the Account Number and Service Address displayed on the screen is the account that you wish to enroll in Automatic Credit Card payments.
2. Select "Yes" for the Automatic Credit Card Payment option. Press the **Continue** button to proceed.
3. Enter the First Name of the card holder as it appears on your card's billing statement.
4. Enter the Last Name of the card holder as it appears on your card's billing statement.
5. Enter the Address of the card holder as it appears on your card's billing statement.
6. Enter the City of the card holder as it appears on your card's billing statement.
7. Enter the State of the card holder as it appears on your card's billing statement.
8. Enter the Zip Code of the card holder as it appears on your card's billing statement.
9. Enter your valid e-mail address.
10. Enter the credit Card Number as it appears on the card.
11. Enter the CVV digit code on the back of the card.
12. Utilize the drop down menu to select the expiration month and year.
13. Press the **Save Credit Card** button to proceed.
14. Confirm information by checking the box that you will accept the merchant to save your credit card information for future transactions and charges on the credit card statement.
15. Press the **Save Payment Info**.

You will be re-directed to the Home Page if your changes are successful.

Press the **back** button to disregard any changes, if you have made any, and to return to the Online Account Login screen.

Withdraw from Automatic Credit Card Payments

Should you wish to no longer enroll in Automatic Credit Card Payments, simply follow the steps outlined below:

1. Select the "**Setup or Change Automatic Credit Card Payments**" from the Action to Perform drop-down list.
2. Assure that the Account Number and Service Address displayed on the screen is the account that you wish you withdraw from Automatic Credit Card payments.
3. Select "No" for the Automatic Credit Card Payment option.

You will be re-directed to the Home Page if your changes are successful.

Setup or Change Automatic Bank Draft Payments

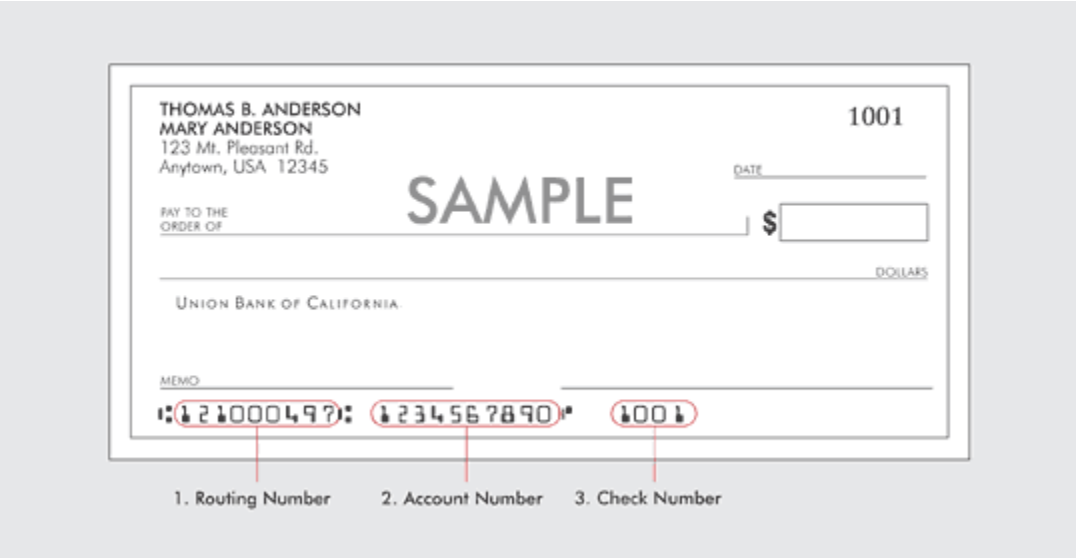
You may elect to have your bill automatically drafted from your bank account. To enroll in Automatic Bank Draft Payments, simply follow the steps outlined below:

1. Assure that the Account Number and Service Address displayed on the screen is the account that you wish you enroll in bank draft payments.
2. Select "Yes" for the Automatic Bank Draft Payment.
3. Select "Checking" or "Savings" for the Draft Account Type.
4. Enter the Bank Routing Number.
5. Enter the Bank Account Number.
6. Confirm the Bank Account Number.
7. Press the Accept Button.

You will be re-directed to the Home Page if your changes are successful.

Press the **Action to perform and Return to Home Page** button to disregard any changes, if you have made any, and to return to the home page. Any changes you have made immediately preceding pressing the **Action to perform and Return to Home Page** button will not be saved.

TIP: Enter the requested information remembering that all fields are required. The Routing Number is a 9-digit number that identifies your bank. For checking accounts, the routing number appears as the first group of numbers at the bottom of your check. Your Account Number is the second group of numbers at the bottom of your check. **Do not** include the check number, which is the last group of numbers at the bottom of a check. Refer to the image below for assistance.



Should you wish to no longer enroll in Automatic Bank Draft Payments, simply follow the steps outlined below:

1. Select the "**Setup or Change Automatic Bank Draft Payments**" from the Action to Perform drop-down list.
2. Assure that the Account Number and Service Address displayed on the screen is the account that you wish you enroll in bank draft payments.
3. Select "No" for the Automatic Bank Draft Payment.
4. DELETE the Bank Routing Number.
5. DELETE the Bank Account Number.
6. DELETE the Confirm the Bank Account Number.
7. Press the Continue Button.

You will be re-directed to the Home Page if your changes are successful.

Press the **Action to perform and Return to Home Page** button to disregard any changes, if you have made any, and to return to the home page. Any changes you have made immediately preceding pressing the **Action to perform and Return to Home Page** button will not be saved.

Correspond With the Utility Billing Office

Correspond With the Utility Billing Office allows to you to send messages regarding your account to the Utility Billing department. This feature is not intended as a replacement for emergency contact.

To send a message to the Utility Billing Office, simply follow the steps outlined below:

1. Assure that the Account Number and Service Address displayed on the screen is the account in question.
2. Type your message in the **Message** box.
3. Press the **Continue** Button.

You will be re-directed to the Home Page if your message was sent successfully.

Press the **Action to perform and Return to Home Page** button to disregard any changes, if you have made any, and to return to the home page. Any changes you have made immediately preceding pressing the **Action to perform and Return to Home Page** button will not be saved.

NOTE: Should you not have an e-mail address associated with this account or if you would like the response to be sent to a different e-mail address, you **MUST** enter the valid e-mail address. Please specify only a single email address in the e-mail address field.

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LOGOFF

The logoff option allows to you safely and securely logoff of your account. It is recommended you logoff prior to closing your browser.