

## **1.1 UTILITY BILLING**

Utility Billing provides utility account and billing information by account number, address, owner name, parcel ID, or customer ID. With the appropriate account settings, you can also manage and pay bills online.

When you select Utility Billing from the CSS menu, the program either displays a list of available accounts to manage or provides a search screen where you are able to define account search criteria. Access to accounts is determined by the Utility Billing settings in Citizen Administration.

### 1.1.1 Searches

If searches are permitted, when you select Utility Billing from the CSS menu, the program displays a search screen. To find a utility billing account record, complete one or more of the search fields and click **Search**. As a shortcut, enter the first few letters of a name or the first few digits of the account number.

Complete one or more of the following fields to search for Utility Billing bills.

**Account Number**

**Address**

House number

Street name

Apartment

**Owner name**

Parcel ID

Customer ID

Remember these values

**Search** **Reset**

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections
- Personal Property
- Real Estate
- Tax Relief
- Utility Billing**

The program displays all the records that match the search criteria on the Search Results page. To sort records in ascending or descending order by category, use the column headers.

**Utility Billing**

**Search Results**

[Modify Search](#) | [New Search](#)

3 found

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	
	1 COLE HAAN DRIVE	1001	0	9999	<a href="#">Manage Bills</a>
	10 APPLE ORCHARD WAY NE 6	1002	0	8989	<a href="#">Manage Bills</a>
	400 MAINE	BC120	0		<a href="#">Manage Bills</a>

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts

For example, click **Service Address** to sort the list from ascending to descending order; click **Customer Name** again to reverse the sort order.

### 1.1.2 Available Accounts

If searches are not permitted, when you open Utility Billing, the program displays a list of available accounts. Use the expand buttons to view account information. Once you expand the account details, click **Manage Bills** to display a list of all bills for the selected account or click the account number to view an account summary.

### 1.1.3 Manage Bills

The Manage Bills page displays all outstanding bills for an account, and it provides options for viewing specific bill details, viewing past bills, or paying outstanding bills.

Bill	Bill Date	Pay By	Charges	Balance Due	
<input checked="" type="checkbox"/>	1069	6/30/2008	7/31/2008	\$317.00	\$233.76
<input checked="" type="checkbox"/>	1070	12/17/2008	12/16/2008	\$704.40	\$704.40
				<b>Total Due:</b>	<b>\$938.16</b>

On the Manage Bills page, the As Of date box recalculates the amount due for outstanding charges according to the interest rate applied. When you position your pointer in the As Of date box, the application displays a calendar. Navigate to the accrual date to see the changes in interest and penalties. When you click the new date, the program recalculates the Balance Due amounts for the individual bills and updates the Total Due amount.

If the Require Full Payment of Past-Due Bills, Oldest First setting is enabled for Utility Billing in Citizen Administration, the Manage Bills page automatically selects outstanding bills for payments, beginning with the oldest bills. When this requirement is enabled, you must pay past due bills prior to other outstanding balances.

If there are payable bills under Outstanding Bills on the Manage Bills page, but you have cleared the check boxes for all bills, you must select at least one bill before you click the Pay button. If you do not select a payable bill and click **Pay** or **Add to Cart**, the program displays a warning and you must select the check box for one or more of the bills to continue.

If all bills under Outstanding Bills on the Manage Bill page are not payable, the check boxes for these bills are cleared and not available for selection. If you click **Pay** in an attempt to pay these bills, the program displays the following message: "No bills are eligible for payment."

The Total Selected field in the Balance Due column displays amounts for installment bills when only a portion of the outstanding balance is being paid.

### 1.1.3.1 Pay Bills

Pay Bills provides the option of completing utility billing payments by credit cards or eCheck. In order for pay options to be available, a payment method must be established in the Citizen Self Service–Payments Administration program for utility billing accounts.

If the Shopping Cart feature is enabled, you can use the Add to Cart option to select and pay multiple bills at one time.

The Pay Bills process verifies that the User Can Alter Payment Amount on Selected Bills option on the Utility Billing Services–General Payments page within Citizen Administration is selected. If this option is not enabled, you cannot update the payment amount.

Click **Pay** or **Add to Cart** on the Manage Bills page to pay the specified bill according to the process outlined in Payment Administration. The Pay button on the Manage Bills page is not available if the property is in tax sale. If utility bills are included in a payment plan, you can view the bills, but you cannot enter a payment.

### 1.1.3.2 Show/Hide Past Bills

On the Manage Bills page, click **Show Past Bills** to view or hide a list of previous bills for the account.

The screenshot shows the 'Utility Billing Manage Bills' page. At the top, there are fields for 'Service Address' (7 BAY AVE), 'Account Number' (001008), and 'As of' (03/17/2014). Below these fields is a note: 'Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.' There is a 'Show Past Bills' button with a dropdown arrow, highlighted by a red box. Below this is a table for 'Outstanding Bills' with columns: Bill, Bill Date, Pay By, Charges, and Balance Due. A checkbox is checked on the left. Below the table is a 'Pay' button and the text 'select bills you would like to pay now, then click "Pay"'. Below this is a 'Past Bills' section with a table. A red arrow points from the 'Show Past Bills' button to the 'Past Bills' section.

Bill	Bill Date	Pay By	Charges	Balance Due
1427	10/1/2006	10/16/2006		\$3,631.84

  

Bill	Bill Date	Post Date	Total Paid
1427	10/1/2006	10/16/2006	\$3,631.84

If there are no past bills for the selected account, the program displays a message.

### 1.1.4 Bill Details

On the Manage Bills page, click **Bill Details** to view details for an individual bill. The Bill Detail page includes the bill number, billing date, and due date. It also displays a description of the charges.

If there are pending web payments that have not been credited to your account, or if there has been a discount applied to the total due, the applicable message displays under the Total Due field.

**Utility Billing**  
Bill Detail

Account Summary | Manage Bills

Bill number 1069

As of 11/30/2016

Bill Date 6/30/2008

Pay By 7/31/2008

Payments and adjustments

Description of Charge	UOM	Current Reading	Previous Reading	Usage	Billed Usage	Billed	Payments and Adjustments	Due
SEWER	CF	0	0	0	340	\$175.00	(\$56.00)	\$119.00
SALES TAX (WATER)	TAX	0	0	0	0	\$0.00	\$0.00	\$0.00
SALES TAX (SEWER)	TAX	0	0	0	0	\$7.00	(\$2.24)	\$4.76
WATER 5/8"	CF	400	0	400	400	\$135.00	(\$25.00)	\$110.00
<b>SUBTOTAL</b>						\$317.00	(\$83.24)	\$233.76
<b>INTEREST DUE</b>								\$0.00
<b>TOTAL DUE</b>								\$233.76

Utility Billing

On the Bill Detail page, the As Of date box recalculates the amount due for outstanding charges according to the interest rate applied. When you position your cursor in the As Of date box, the program displays a calendar. Navigate to the accrual date for which to see the changes in interest and penalties. When you click the new date, the program recalculates the Balance Due amounts for the individual bills and updates the Total Due amount.

On the Bill Detail page, click **Payments and Adjustments** to view payment activity.

**Utility Billing**  
Payments and Adjustments

Account Summary | Bill Details

As of 11/30/2016

Bill Utilities 1069

Bill Date 6/30/2008

Activity	Posted	Paid By/Reference	Amount
Utility Bill Adjustment	2/17/2009	WRONG READING	(\$25.00)
Utility Bill Adjustment	2/17/2009	WRONG READING	(\$2.24)
Utility Bill Adjustment	2/17/2009	WRONG READING	(\$56.00)

If you have completed online payments that have not been credited to your account, the program provides a message indicating the pending payment amount.

### 1.1.5 Account Summary

Account Summary provides a complete summary for your account, including current balance and payment details.

**tyler** Munis Self Service My Cart (1 item) Resources MICHAEL FRIT

#### Utility Billing Account Summary

[Link to Account](#) | [Sign up for Automatic Payments](#) | [Request Change of Address](#) | [Manage Bills](#)

**Billing Account**

Service Address	46 MAINE STREET	
Account Number	BC121	

**Your Current Balance**

Amount Due Now	\$938.16	<a href="#">Pay Now</a>
Payment Due Date	12/17/2008	

**About Your Payments**

No payment activity found

**Customer Information**

Name	GRIFFIN, PETER
Address	46 MAINE ST FALMOUTH, ME 04105
Customer ID	179

[Request Change of Address](#)

**Services**

Service	Code	Start Date	Stop Date	Status	Consumption History
SEWER	SEWER	1/1/2008		ACTIVE	None
SALES TAX (WATER)	STAX1	1/1/2008		ACTIVE	None
SALES TAX (SEWER)	STAX2	1/1/2008		ACTIVE	None
WATER 5/8"	WAT058	1/1/2008		ACTIVE	<a href="#">View Consumption</a>
WATER 5/8"	WAT058	1/1/2008		ACTIVE	<a href="#">View Consumption</a>

**Utility Billing**

- Accounts
- Manage Bills
- Account Summary**
- Automatic Payments
- Contact Us

The Your Current Balance group includes the Pay Now option to initiate a payment to the specified bill.

The About Your Payments group displays the last posted payment, provided this amount is greater than zero. A maximum of five payment activity records are available.

#### Utility Billing Payments and Adjustments

[Account Summary](#) | [Bill Details](#)

As of 9/9/2013

Bill	Utilities 1077		
Bill Date	7/15/2005		

Activity	Posted	Paid By/Reference	Amount
Billing Adjustment	7/13/2007		(\$5.00)
Payment	7/13/2007	FTD FLORISTS	\$300.00
Utility Billing Late Fee	2/28/2007		\$5.00

In the Customer Information group, use the **Request Change of Address** option to update billing address details and in the Services group, click **View Consumption** to review consumption history for a service.

### Utility Billing

**Current Information**

Name: FTD FLORISTS  
Address: 30 BAY AVE  
MUNIS

**New Information**

Name 1: FTD FLORISTS  
Name 2:  
Address 1: 30 BAY AVE  
Address 2:  
City: MUNIS  
State:  
Zip code:  
Country:  
Phone number \*:  
Fax number:  
E-Mail address:

### Utility Billing Consumption History

[Return to Account Summary](#)

**WATER 2"**

Read Date	Days	Usage (HCF)
3/7/2007	158	146
9/30/2006	138	475
5/15/2006	28	36
4/17/2006	35	37
3/13/2006	28	37
2/13/2006	28	37
1/16/2006	30	37

**Consumption Trend**

Reading Date	Usage (HCF)
3/7/2007	146
9/30/2006	475
5/15/2006	36
4/17/2006	37
3/13/2006	37
2/13/2006	37
1/16/2006	37
12/17/2005	37
11/17/2005	37
10/17/2005	37
9/17/2005	37
8/18/2005	37
7/21/2005	37
6/29/2005	37

The Account Summary page also provides the Link to Account, Sign Up for Automatic Payments, Request Change of Address, and Service Request options. These options are available according to the Citizen Administration setup for Utility Billing.

### 1.1.6 Link to Account

Linking associates specific accounts to user or a customer ID. The Link to Account option is available only if Utility Billing Account Linking is enabled in Citizen Administration. (Refer to the [Linked Accounts](#) section for additional details.)

### 1.1.7 Automatic Payments

Automatic Payments establishes regular payments from a designated bank account on a specified day each month. If automatic payments are allowed using Citizen Self Service, the Automatic Payments option is available on the menu and the Sign Up for Automatic Payments option is available on the Utility Billing pages.

**tyler** Munis Self Service My Cart (1 item) Resources MICHAEL FRITZ

### Utility Billing

#### Manage Bills

[Sign up for Automatic Payments](#) [Account Summary](#)

Service Address: 46 MAINE STREET  
 Account Number: BC121  
 As of: 11/30/2016

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

Outstanding Bills (bill years 1916 to 2116 only) [Show Past Bills](#)

Bill	Bill Date	Pay By	Charges	Balance Due	
<input checked="" type="checkbox"/> 1069	6/30/2008	7/31/2008	\$317.00	\$233.76	<a href="#">Bill Details</a>

Sidebar: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests

To register the selected account for automatic payments, click **Sign Up for Automatic Payments** and complete the banking and personal details.

**tyler** Munis Self Service My Cart (1 item) Resources MICHAEL FRITZ

### Utility Billing

#### Automatic Payments

To sign up for automatic payments, please complete the form below.

Service Address: 46 MAINE STREET  
 Account Number: BC121

Bank name \*

Bank routing number \* (9 digits)

Confirm routing number \*

Bank phone number \*

Bank account number \*

Confirm account number \*

Bank account type \*  Checking  Savings

Preferred draft day \*

Name on bank statement \*

Phone number on bank statement \*

Email address on bank statement \*

[Continue](#) [Cancel](#)

Sidebar: Citizen Self Service, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicles, Non-Emergency Requests, Miscellaneous Receipts, Parking Tickets, Permits and Inspections, Personal Property, Real Estate, Tax Relief, **Utility Billing**, Accounts, Manage Bills, Account Summary

When you click **Continue**, the program displays the Review page. Once you have confirmed that the information is correct, click **Submit** to complete the process. If you need to make a correction, click **Modify** and update the values, as required.

When you add or update automatic payment information, the program sends an email confirmation. The email message, generated from the Automatic Payment Plan submission, contains the bank name and the bank code, if applicable.

When you enter or update automatic payment details, you must complete all required fields. If you attempt to leave required fields blank, the program displays an error message and you cannot continue until you enter the required information.

The Utility Billing Automatic Payments page displays existing automatic payment details for the specified utility billing account. To update this information, use the Copy Current EFT Information option, which copies the existing data and presents it in edit mode. This allows you to update only those values that require changes.

    

### Utility Billing Automatic Payments

To sign up for automatic payments, please complete the form below.

**Service Address** 46 MAINE STREET  
**Account Number** BC121

[Copy current EFT information](#)

**Bank name \*** BANK OF AMERICA - 111000025  
**Bank routing number \* (9 digits)** 111000025  
**Confirm routing number \*** 111000025  
**Bank phone number**  
**Bank account number \*** 123456789  
**Confirm account number \*** 123456789  
**Bank account type \***  Checking  Savings  
**Preferred draft day \*** 15th  
**Name on bank statement \*** MICHAEL FRITZ  
**Phone number on bank statement \*** 2078788889  
**Email address on bank statement \*** michael.fritz@yahoo.com

\* indicates required values.

- Citizen Self Service
- Animal Licenses
- Business Licenses
- Email Announcements
- General Billing
- Motor Vehicles
- Non-Emergency Requests
- Miscellaneous Receipts
- Parking Tickets
- Permits and Inspections
- Personal Property
- Real Estate
- Tax Relief
- Utility Billing**
  - Accounts
  - Manage Bills
  - Account Summary
  - Automatic Payments**
  - Contact Us

If the Allow Users to Specify Preferred Draft Day permission is enabled in Citizen Administration for Utility Billing, the Preferred Monthly Draft Day list is included on the Automatic Payments page. Use this list to identify the day of the month that the electronic funds transfer should

Confirm account number *	123456789
Bank account type *	<input checked="" type="radio"/> Checking <input type="radio"/> Savings
Preferred draft day *	15th <input type="button" value="v"/>
Name on bank statement *	MICHAEL FRITZ
Phone number on bank statement *	207-878-8889
Email address on bank statement *	michael.fritz@yahoo.com

occur.

When the Activate Automatic Account Payments and the Update Munis EFT when Users Modify Automatic Payment Settings check boxes are selected in Citizen Administration for Utility Billing, the Discontinue Automatic Payments option is available on the Automatic Payments page.

When you select this option, Citizen Self Service displays the automatic payment details for review, along with the Discontinue Payments button. When you click **Discontinue Payments**, the program displays a confirmation page and removes the EFT information for the account from Munis.