Guide to Paying Utility Bill(s)

When you select Utility Bills from the Citizen Self Service menu, the program displays a list of available accounts to manage.

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Citizen Self Service	Home > Citizen Self Service > Utility B	ills > Accounts		=
Utility Bills	Select an account to work wit	th.		
Accounts			Link to Account	t
Contact Us				
	Account ID	Customer ID	\frown	
	.01234	123456	Manage Bills	
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When you click "Manage Bills" link, the program displays your list of all bills.

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Utility Bills	Manage Bills				Total: \$8.82	=
Accounts Manage Bills	Vtilities 01234 wa	is added to your shop	oping cart 🔘	Review Cart	Checkout	
Account Details	Service Address	0000 N PORT WASHI	NGTON RD			
Account Information	Account Number	274301				
Contact os	Outstanding Bills			5	Show Past Bills ₹	
	Bill	Pay By	Charges	Balance Due		
	123456	11/9/2012	\$1,733.41	\$8.82 <u>Bill Detail</u>	<u>Is</u>	
				Total Due: \$8.82		
				select bills you would like to pay now, then	Add to Cart	Ŧ

Select the Bill *check box* and select [Add to Cart] to begin a payment process.

Selecting <u>Review Cart</u> link above right side under "My Cart (1 item)" shows the following screen.

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Citizen Self Service	Home > Citizen Self Service > Payme	nt > Shopping Cart Review						-
Utility Bills	Cart Contents							=
	UB SERVICES - GENERAL							
	Utilities 42481	\$8.82	remove					
	Subtotal	\$8.82						
	Total	\$8.82						
		Close	Pay					
								-

You may make adjustments or remove from cart, as you desire, then click [Pay]

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	CITY OF MEQUON Preserving Quality of Life	SNOOPY Home My Account Log Out				
Home	Pay Bills	Resources	=			
Citizen Self Service	Home > Citizen Self Service > Payment > Shopping Cart Check Out					
Utility Bills	Select Payment Method					
	Payment by Credit Card is subject to a 2.5% processing fee. An electronic check is authorizing withdrawal from your bank account. There is a flat fee of \$1.59 for this service.					
	Pay by Credit Card Pay by eCheck					
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Select one of the "<u>Pay by ...</u>" link methods of payment.

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Home	Pay Bills						Resources
Citizen Self Serv	ice Home > Citizen Self Se	ervice > Payment >	Shopping Cart Che	ck Out			E
Utility Bills	Bill Description	Bill Year	Bill Number	Balance	Due Now	Payment Amount	
	Utilities	2012	42481	\$8.82	\$8.82	\$ 8.82	
						Continue	-

You may make any last changes to the payment amount and then click [Continue] button



Select one of the payment types and click [Pay Now] button.

Fill in your payment information as directed by the screens and prompts.

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CITY OF MEQUON Preserving Quality of Life	
Home Mequon Self Service	
Citizen Self Service Required fields are highlighted with an asterisk. Please enter the following information about your payment: Amount:* \$ 8.82 Please enter the following information about your payment method: Cardholder's Name:* ? Cards Accepted: ? Signature Panel Code:* ? Expiration Date:* ?	E
Billing information: Address:* Zip:* Receipt information:	
Email Address: Continue Change Payment Method By clicking submit, I authorize the City of Mequon to charge my credit card for the City of Mequon to charge my credit card fo	the –

Follow the payment site's prompting to complete your payment.

Make sure to print your receipt and you will also get on in your email that you provided on the payment site.

You will get a "Success" message when completed and processed.

Your payment status on the site will indicate "**payment pending" until the City processes the payment with the bank. Typically 1 to 2 days.