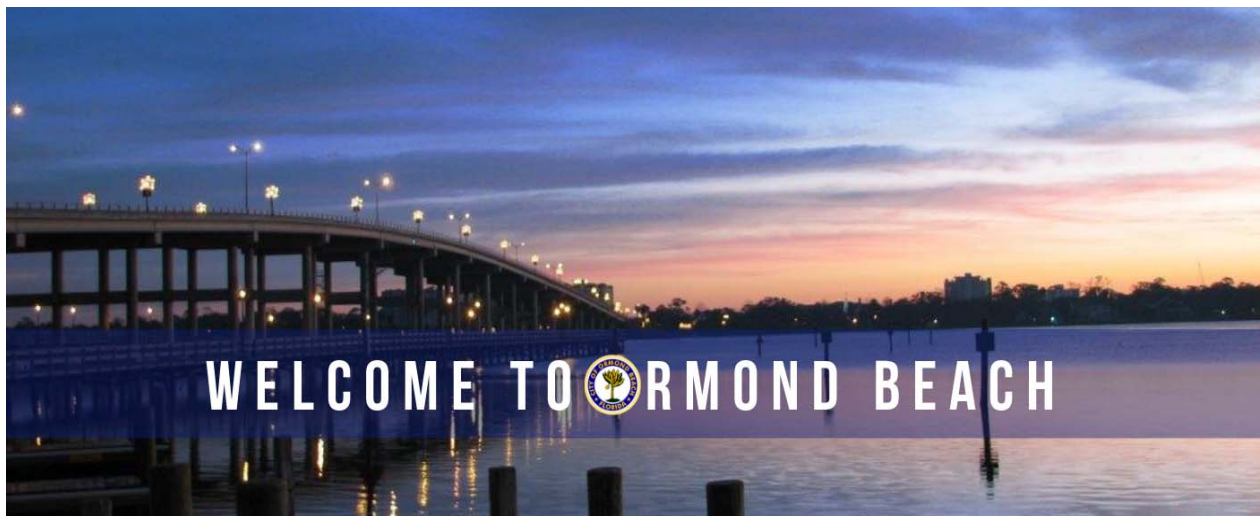


UTILITY BILLING CITIZEN SELF SERVICE PAYMENT GUIDE



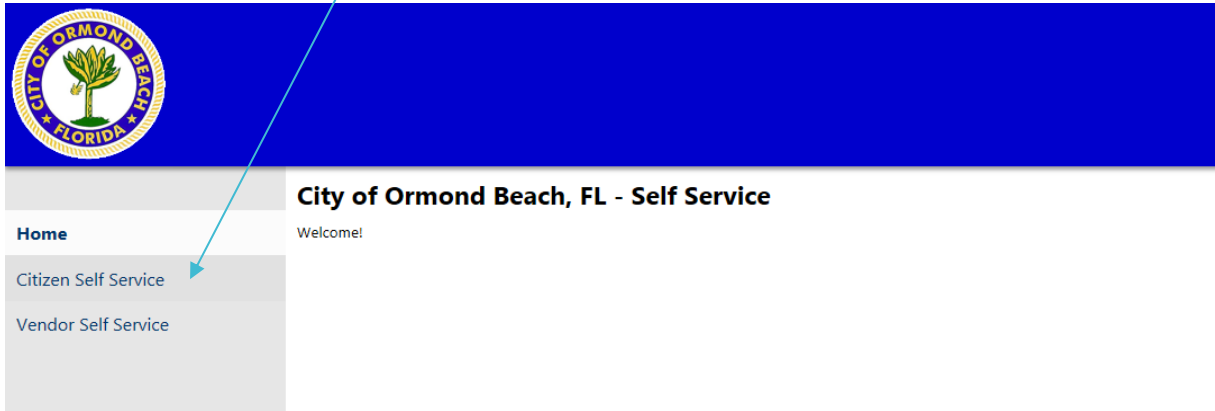
Welcome to the City of Ormond Beach Citizen Self Service. This guide will provide you the tools to register, make credit card payments, sign up for EFT automatic payments (bank draft), view consumption and billing information, change the billing delivery method and make address/telephone number changes.

You will need both your account ID and your customer ID which are located on your utility bill.

PLEASE NOTE: If you have questions please contact the City of Ormond Beach Utility Billing Department at 386-676-3209.

STEP 1. REGISTRATION

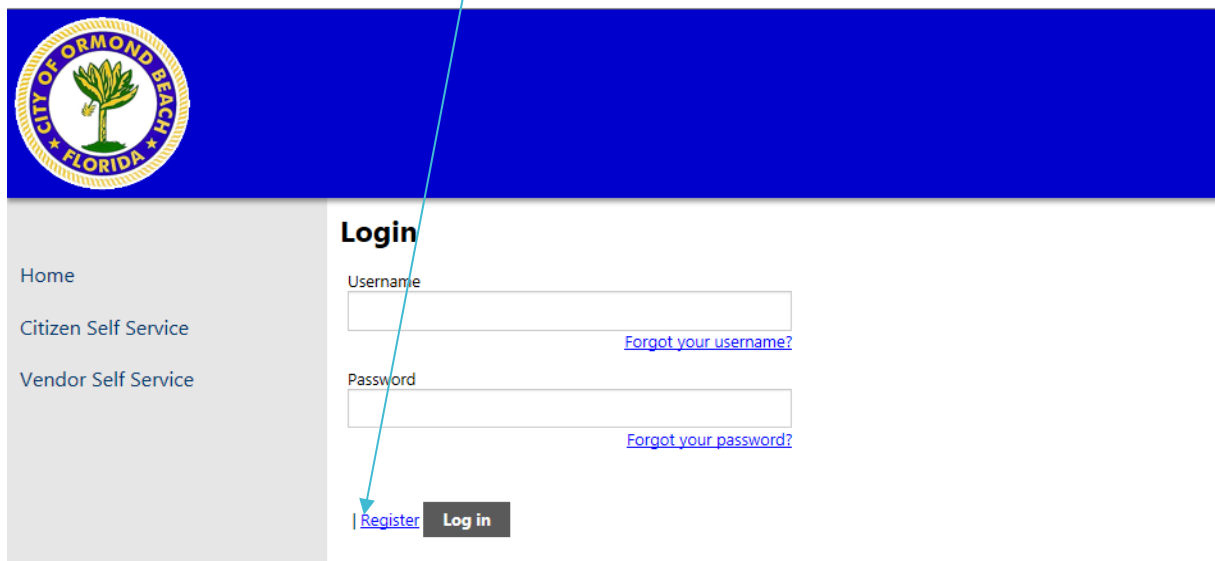
Select Citizen Self Service



City of Ormond Beach, FL - Self Service
Welcome!

- Home
- Citizen Self Service
- Vendor Self Service

Select Register



Login

Username


[Forgot your username?](#)

Password

[Forgot your password?](#)

[Register](#)

Please fill out the following information to continue the registration process.



Home
Citizen Self Service

Registration

*User ID (between 1 and 100 characters)

*Re-type user ID

*Password (between 8 and 15 characters)

*Re-type password

*Password hint

*Email address


Enter these validation numbers into the box below them

0839

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STEP 2. LINKING YOUR CUSTOMER UTILITY BILLING ACCOUNT

Select link Account



Citizen Self Service

Account Settings

Account Information	
Now logged in as	[REDACTED]
Last successful login	10/22/2019
Last failed login	10/22/2019
Password last changed	10/22/2019
Password expires in	3013 days Change Password
E-Mail address	[REDACTED] Change E-Mail Address

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts

There are currently no linked accounts

Utility Billing Accounts

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#) [link to account](#)

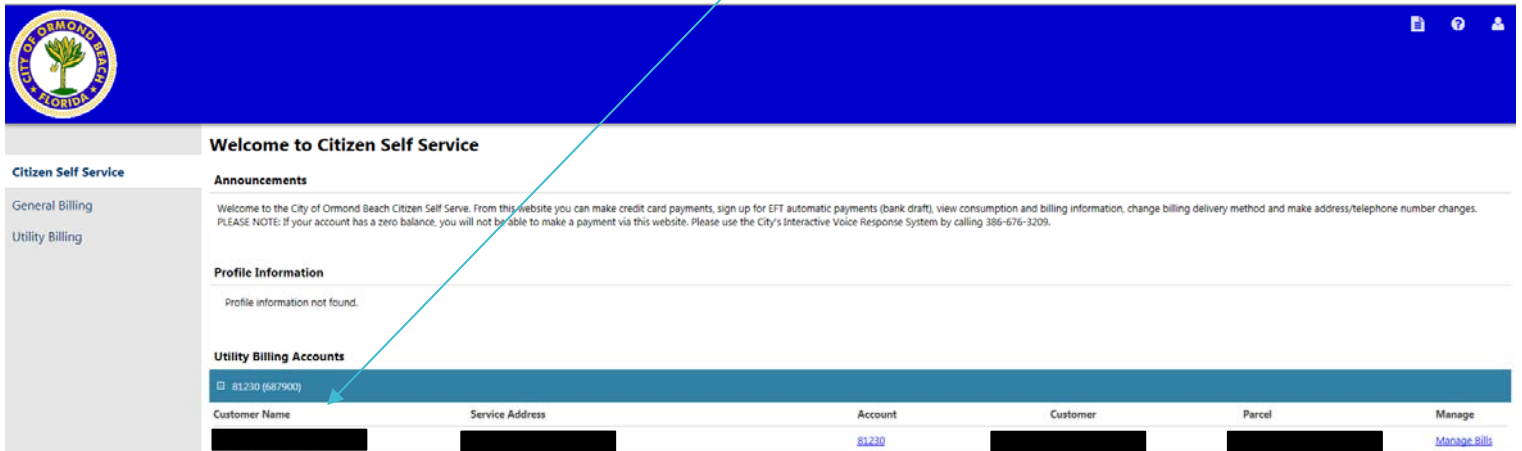
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The following screen appears. Enter your account ID and customer ID both of which can be found on your utility bill.



The screenshot shows the 'Utility Billing Account Link Setup' form. It features a blue header with the City of Ormond Beach logo. On the left is a navigation menu with 'Utility Billing' selected. The main form area contains two input fields: 'What is the account ID?' and 'What is the CID?'. Both fields have a red asterisk indicating they are required. Below the fields are 'Submit' and 'Cancel' buttons. A note at the bottom states '* indicates required field'.

Once an account has been linked, the information will be listed under Utility Billing Accounts



The screenshot shows the 'Utility Billing Accounts' section of the Citizen Self Service portal. A blue arrow points from the text above to the first row of the table. The table has columns for Customer Name, Service Address, Account, Customer, Parcel, and Manage. The first row contains a checkbox, the account number 81230 (687900), and redacted information for the other columns.

Customer Name	Service Address	Account	Customer	Parcel	Manage
<input type="checkbox"/> 81230 (687900)		81230			Manage Bills

STEP 3. MANAGING YOUR ACCOUNT

Select Utility Billing from the left side of the screen once logged in for access to each of the available options.

The screenshot shows the 'Utility Billing Account Summary' page. The left sidebar contains a menu with 'Utility Billing' highlighted. A blue arrow points from the text above to this menu item. The main content area includes links for account management, current balance information, a table of recent payments, customer information, and a table of services.

Utility Billing Account Summary
[Link to Account](#) | [Sign Up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account
Service Address: [REDACTED]
Account Number: 81230
Bill Delivery Preference: Mail and Email to bchrischristb@yahoo.com; hart@ormondbeach.org

Your Current Balance
Amount Due Now: \$45.83 [Pay Now](#)
Payment Due Date: 11/8/2019

About Your Payments

Bill	Last Posted	Sum of Payments	View Details
70080306	10/17/2019	\$5.00	details
70023098	10/11/2019	\$90.83	details

Customer Information
Name: [REDACTED]
Address: ORMOND BEACH, FL 32174
Customer ID: [REDACTED] [Request Change of Address](#)

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER	10000	1/13/2017		ACTIVE	View Consumption
SEWER	20000	1/13/2017		ACTIVE	None

The top of the screen provides access to EFT Automatic Payments, Mailing Address Change, Bill Delivery Preferences, and Manage Bills.

This screenshot is identical to the one above, but the blue arrow points to the top navigation links: [Link to Account](#), [Sign Up for EFT Automatic Payments](#), [Request Change of Address](#), [Bill Delivery Preferences](#), and [Manage Bills](#).

You can also manage several items from this main screen. View account information, balances, payments and the opportunity to view consumption. To make a payment on the current utility bill, select “pay now”.

Utility Billing Account Summary

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

Billing Account

Service Address: [REDACTED]
 Account Number: 81230
 Bill Delivery Preference: Mail and Email to bchris@bchris@yahoo.com; hart@ormondbeach.org

Your Current Balance

Amount Due Now: \$45.83 [Pay Now](#)
 Payment Due Date: 11/8/2019

About Your Payments

Bill	Last Posted	Sum of Payments	View Details
70080306	10/17/2019	\$5.00	details
70023098	10/11/2019	\$90.83	details

Customer Information

Name: [REDACTED]
 Address: ORMOND BEACH, FL 32174
 Customer ID: [REDACTED] [Request Change of Address](#)

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER	10000	1/13/2017		ACTIVE	View Consumption
SEWER	20000	1/13/2017		ACTIVE	None

The following screen will appear. An option to sign up for EFT Automatic Payments is provided on the left side of the screen.

Owners with multiple linked accounts will be prompted to select the account where they would like to make the payment.

If ready to pay by credit card select “Pay”.

Utility Billing Manage Bills

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

Service Address: [REDACTED]
 Account Number: 81230
 As of: 10/22/2019

Outstanding Bills (bill years 1999 to 2021 only)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	70080306	10/15/2019	11/7/2019	\$17.39	\$0.00	\$45.83	Bill Details
						Total Due: \$45.83	

[Show Past Bills](#)

[Pay](#)

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

This screen provides an optional "Automatic Credit Card Payment" service by selecting "Enroll". This service is optional and can be bypassed by selecting continue.

Automatic Credit Card Payments
Manage your enrollments in the automatic credit card payment system (optional)

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 based on different bill types you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will still be required to make payments manually until full enrollment is achieved.

Bill Category	Account ID	Status
UB Services - General	81230	Not enrolled in automatic credit card payments.

[enroll](#)

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

The following screen provides the citizen the option to enter in the payment amount. Select continue once that has been completed to enter the payment tender information.

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2020	10/15/2019	70080306	11/8/2019	\$45.83	\$45.83	\$ 45.83

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

The following screen provides the method of payment to be entered and finalizes the payment process.

BILLING INFORMATION

Time left: 7 minutes, and 47 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:




State / Zip: /

Phone:

Email:

Total:

PAYMENT INFORMATION


  

Payment Method:

Card Number:

Exp. Date: /

Security Code: [What is this?](#)

I'm not a robot 
reCAPTCHA
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