Utility Bill Website Enhancements

1. Go to https://www.hainescity.com
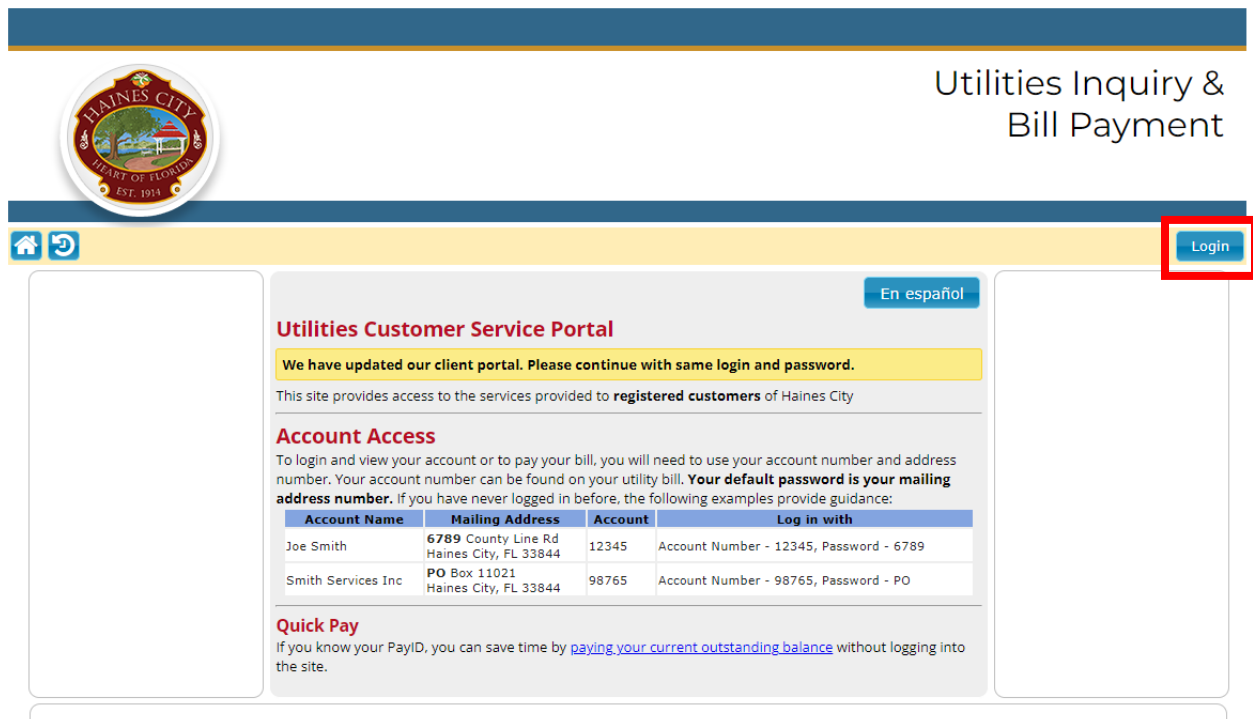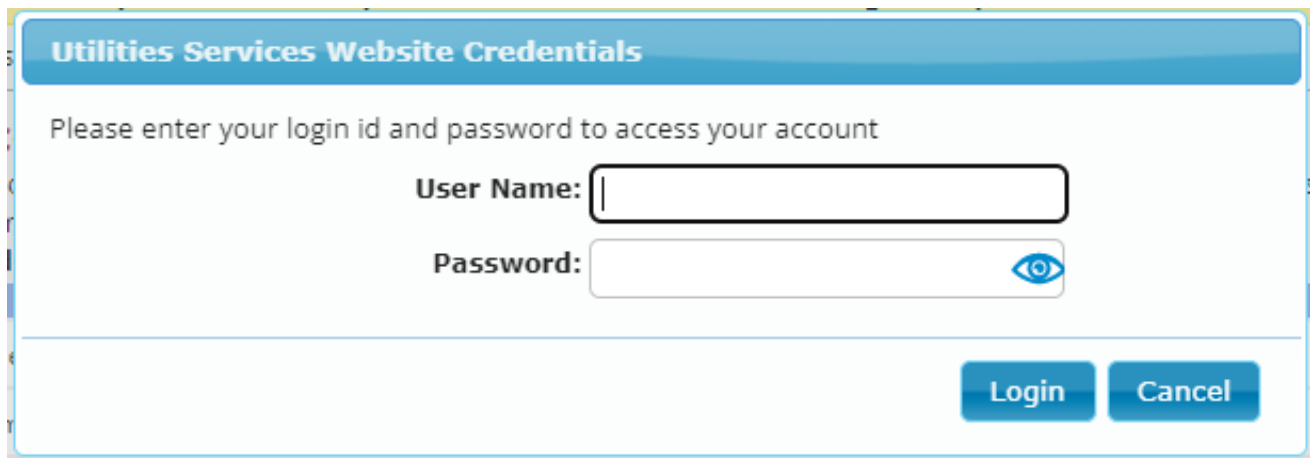2. Click on "Pay Utility Bill"

3. There will be a message that says "Login Page Has Moved". Click "OK". It will redirect you to the new webpage.
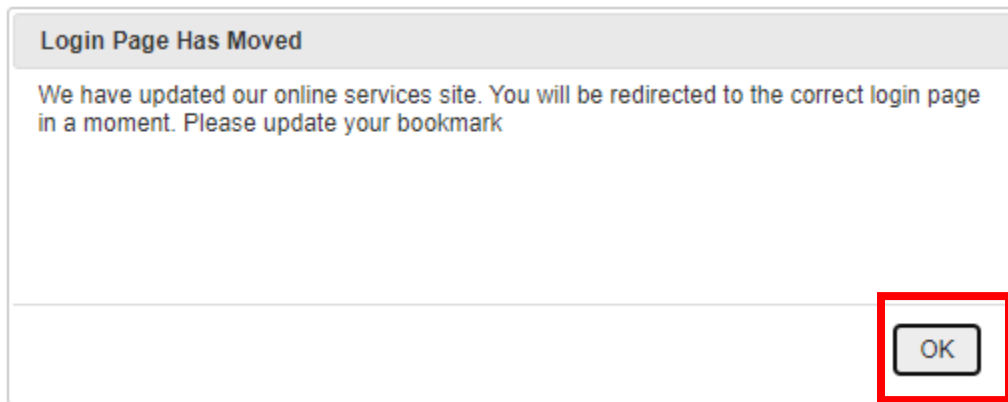
4. Once the new webpage opens, click on "Login" in top right hand corner

5. **User Name** will be the account number.
   Password will be the house number of the address serviced.

6. A pop up will show a quick "Welcome" and show current "Balance"
   Click "Ok"

7. There will be six categories to customize and manage the account
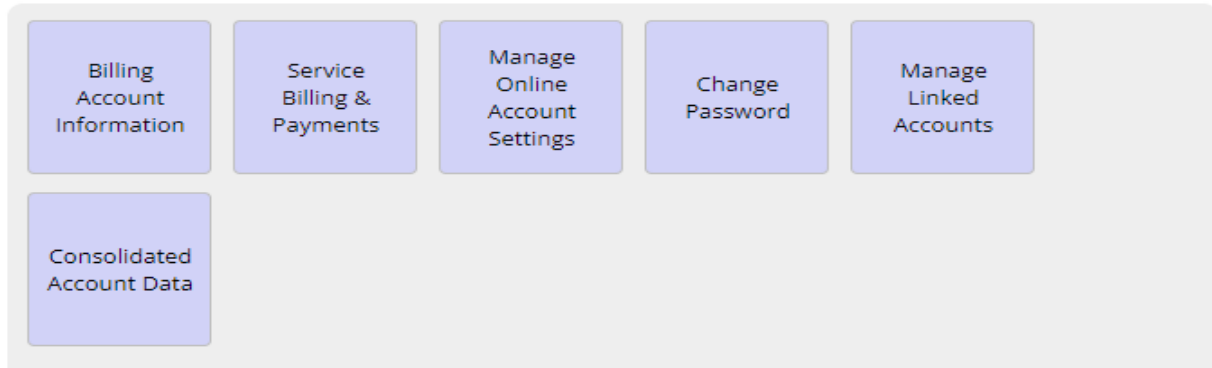
Billing Account Information

1. Under "Account Information", the billing address can be updated by clicking "Update Billing Information"

2. Under "Third Party Contacts", account holder can add third parties to receive notifications and information on the account

Service Billing & Payments

1. This page will show current balance due. In order to pay the account, click on the shopping cart on left side of screen

2. A pop up will show, click on "Pay Now"

3. The pending account(s) to be paid will be displayed. The amount can be changed on this page. If the amount is correct, click "Pay Total Selected"

4. Verify the amount on this page. If correct, click "Proceed to Payment Provider"

5. Put in payment information.
   a. Payment Methods:
      Credit or Debit Card – subject to payment processor fees
      Electronic Check – no fees

b. Click "Continue"

HAINES CITY
THE HEART OF FLORIDA

Step 1: Select Payments	Step 2: Review and Submit	Step 3: Confirmation and Receipt

Step 1: Select Payments
Please complete the form below. When finished, click the Continue button and you will be asked to review the information for accuracy before your payment is processed.
Note: * indicates a required field.

My Bills

Description
+ Utilities payment of $▇▇▇ on Account Number ▇▇▇

Cardholder Information

First Name: *   Last Name: *

Address Line 1: *   Address Line 2:

City: *   State: *   Zip Code: *

Phone Number: *   Email Address:

Payment Information

Payment Method: *
Credit or Debit Card

Card Number: *   VISA

Expiration Date: * (in mm/yy format)

CVV: *   Where is this number?

Cancel   Continue

6. Verify payment information. Click "I Agree to Terms and Conditions". Click "Submit Payment"

7. Confirmation page will appear.

Manage Online Account Settings

1. Under "Your Contact Information", a phone number & email address may be entered for notifications, password resets, etc. Once completed, click on "Update Account Information".

2. Under "Your Communication Options", customers can select notification they would like to receive. Once completed, click on "Update Account Information".

Change Password

Account password can be changed; must be 8 digits.

Change Password

Change your account password

Old Password: [_____]

New Password: [_____]

Confirm Password: [_____]

[👤 Change Account Password]

Manage Linked Accounts

1. If customer has multiple accounts, they can now be linked. This will allow payments to be processed as one transaction instead of multiple. Click on "Add New Linked Account" to begin process.

Show Linked Accounts

Link accounts associated with the current login

You can add other accounts to be managed directly from this login. The balances and other information are integrated into the consolidated totals. In addition, you can pay any outstanding balances from this account

[🔗 Add New Linked Account]

Show [10 ▾] entries   Search: [_____]

			Code	Description	Via Login	Login Description
				No data available in table		

Showing 0 to 0 of 0 entries   Previous Next

2. Click "Link Account"

To directly manage a different Utilities account from here, login to the account using the **Link Account** button at the bottom of the page. Once entered, that accounts information will be shown to your login.

To disconnect the link from the linked account:

   1. Log on to that account
   2. Select "Update Account Settings"
   3. Scroll to the bottom of the page to the "Security Token" section
   4. Select the "Regenerate A New Token" button
   5. The account will no longer be accessible from here

If the Security Token is removed or regenerated in the managed account, The account will no longer be manageable from here

[↩ Go Back]   [👤 Link Account]

3. To link accounts, it will ask you to enter the login information for the additional accounts.

4. **User Name** will be the account number of additional account. **Password** will be the house number of the address serviced of the additional account.

5. Accounts are now linked. In order to unlink accounts, click on the broken chain.

Consolidated Account Data

1. Under "Location Billing Summary", this will show current consolidated balance, last payment date and last payment amount

2. Under "Transactions", customer can view payments, bills, and adjustments.

   a. If customer would like to see details on Cycle Bill, click blue arrow on left hand side of screen

b. Transaction details will show readings, usage, charges, etc.

Cycle Bill 03/21/2023

Full information regarding the selected transaction

| Transaction Detail | Invoice Reprint |

▾ Bill Header

Transaction Type: Cycle Bill
Bill Date: 03/21/2023
Due Date: 04/20/2023
Period From Date: 02/15/2023
Period To Date: 03/14/2023

Current Bill Amount
Amount: ▓▓▓▓
Tax Amount: ▓▓▓▓
Penalty Amount: ▓▓▓▓
Service Arrears: ▓▓▓▓

Show 10 ⌄ entries   Search: [   ]

		SV	Prev Read Date	Prev Read	Curr Read Date	Curr Read	Meter Multi	Usage	UOM	Description	Charge
	1	SW	02/15/2023	4877	03/13/2023	4888	1000.000	11000	GAL	SEWER	▓▓▓▓
	2	WA	02/15/2023	4877	03/13/2023	4888	1000.000	11000	GAL	WATER	▓▓▓▓
										Prior Balance	▓▓▓▓
										Tax Amount	▓▓▓▓
										Balance Forward	▓▓▓▓
										Total Penalties	▓▓▓▓
										Balance Due	▓▓▓▓

Showing 1 to 7 of 7 entries   Previous 1 Next

3. Under "Billing Analysis", customer can view charts on what % of bills are certain services
   a. pie chart of billing summary for one year

Consolidated Account Data

Consolidated billing information for all locations, including those you have linked

| Location Billing Summary | Transactions | Billing Analysis |

▾ Consolidated Billing Charges Analysis

Billing Summary For Period 04/21/2022 To 04/21/2023

● SW - Sewer - ▓▓▓▓
● WA - Water - ▓▓▓▓

36.8%

63.2%

Bill Totals By Month
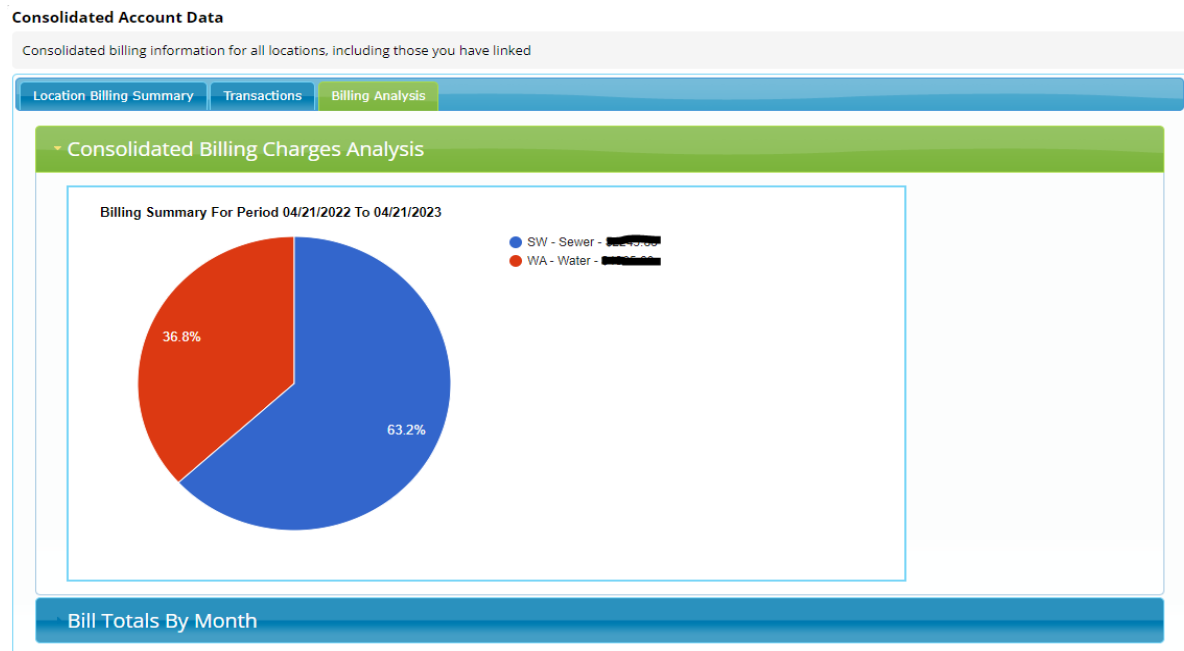
b. Line graph of monthly billed amount for each year by month

Consolidated Account Data

Consolidated billing information for all locations, including those you have linked

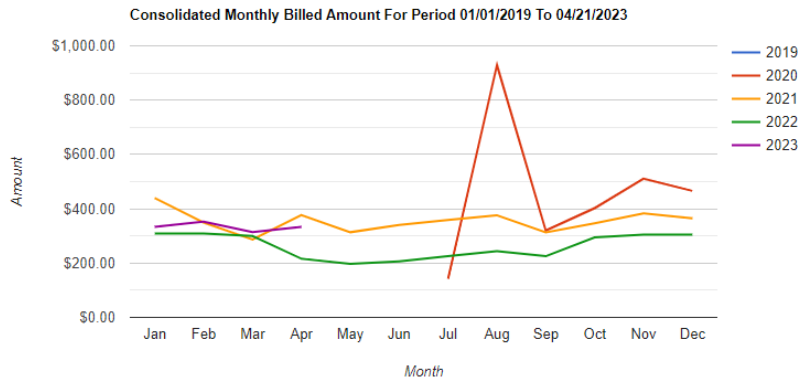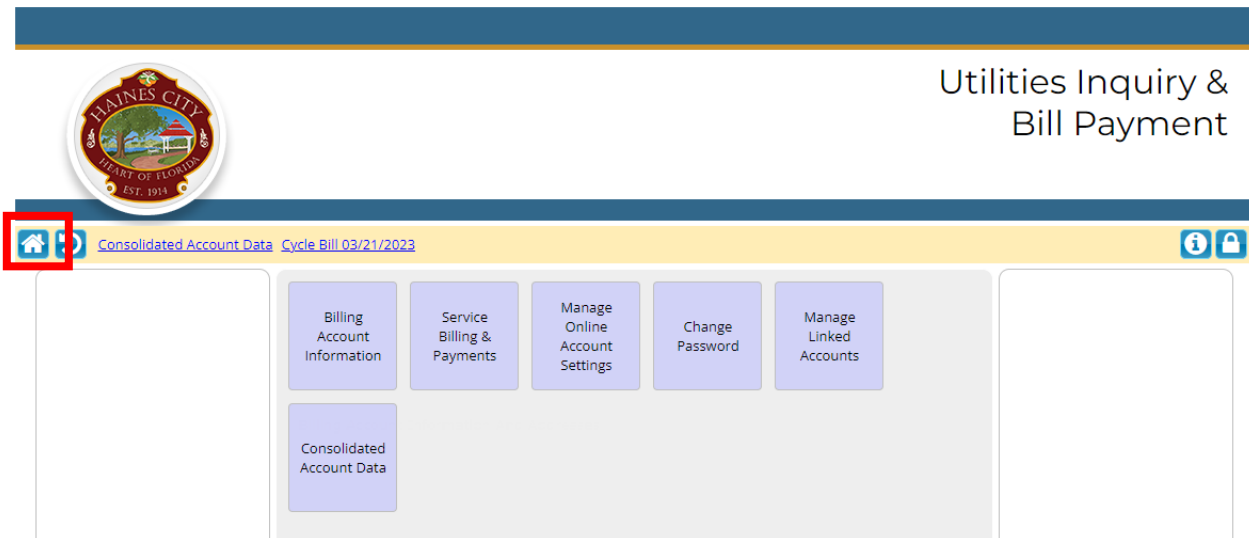| Location Billing Summary | Transactions | Billing Analysis |

Consolidated Billing Charges Analysis

▾ Bill Totals By Month

Consolidated Monthly Billed Amount For Period 01/01/2019 To 04/21/2023

Legend:
- 2019
- 2020
- 2021
- 2022
- 2023

Home Screen of Account

 In order to go back to the home screen of the current account, click on "Home" button at the top left-hand corner of page.

Logging Out of Account

 In order to log out of current account, click on the "Lock" button at the top right-hand corner of page.