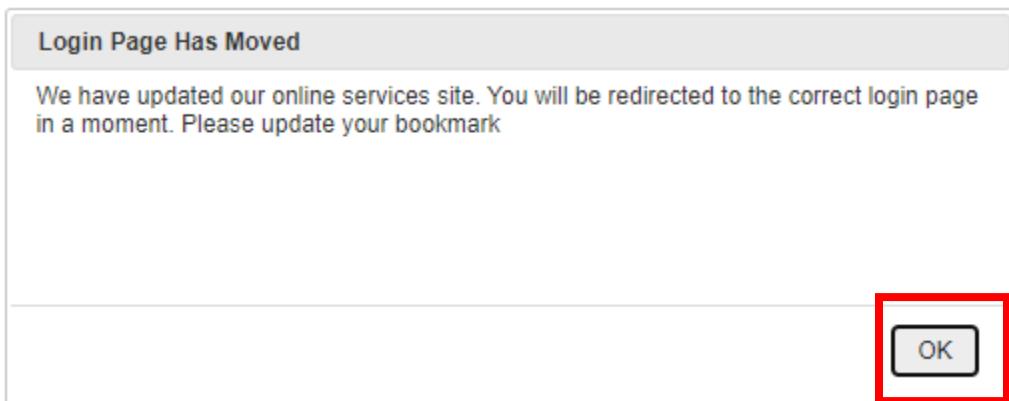


# Utility Bill Website Enhancements

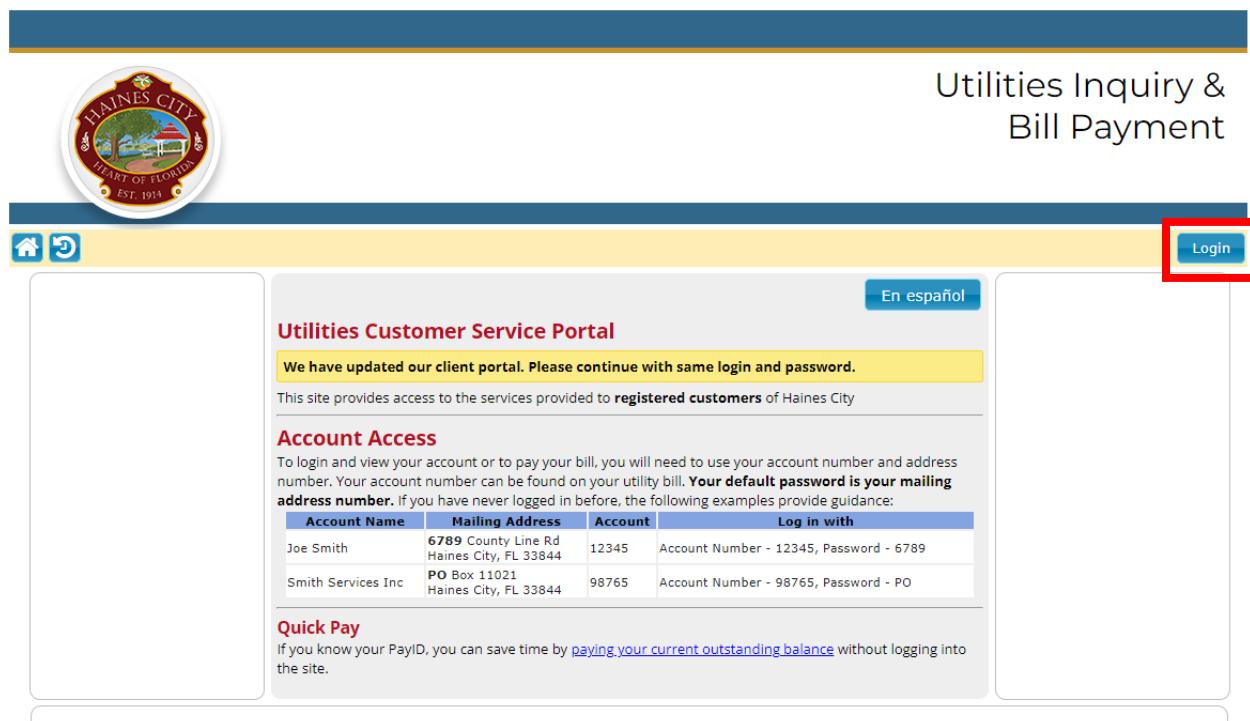
1. Go to <https://www.hainescity.com>
2. Click on "Pay Utility Bill"



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.

**Utilities Services Website Credentials**

Please enter your login id and password to access your account

User Name:

Password:

**Login** **Cancel**

6. A pop up will show a quick “Welcome” and show current “Balance”

Click “Ok”

**Welcome**

Welcome, CITY CITY - CITY OF HAINES CITY

**About Your Account**

Account Number

Name CITY OF HAINES CITY

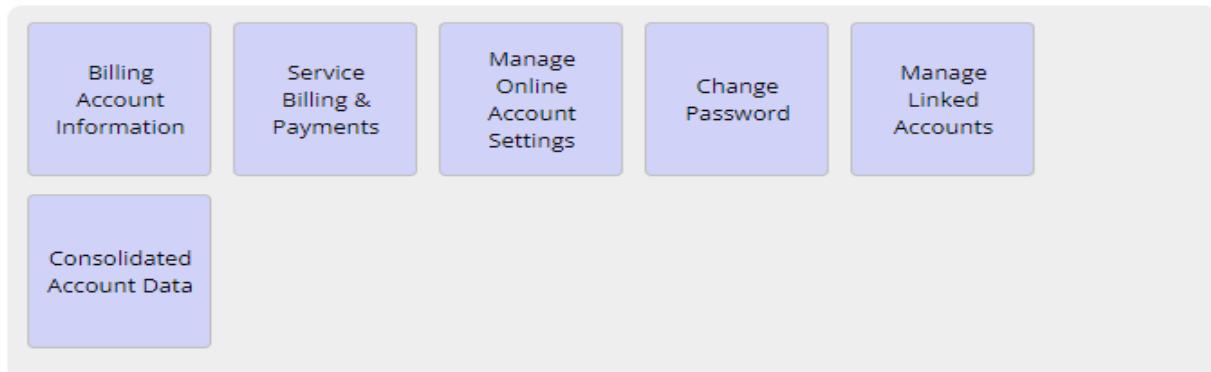
There is current outstanding balance of \$

PayID	Location	Address	Status	Balance
<input type="text"/>	<input type="text"/>	<input type="text"/> , Haines <input type="text"/> City, FL 33844-3421	<input type="text"/> CYCLE	<input type="text"/>

Stay Logged In On This Device

**OK**

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

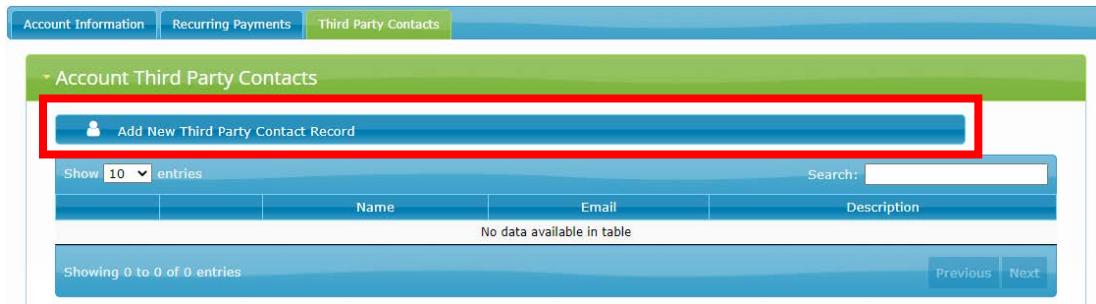


## Billing Account Information

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

The screenshot shows the 'Billing Information & Main Contact Information' section. It includes fields for 'Billing Address' (redacted), 'Contact Name 1', 'Contact Name 2', and several contact details like 'Main Contact No: N/A', 'Mobile No: N/A', 'Email Address: N/A', and 'Additional Billing & Notification Emails: N/A'. A note at the bottom says 'You can change your billing information here. Any changes take effect immediately'. A red box highlights the 'Update Billing Information' button.

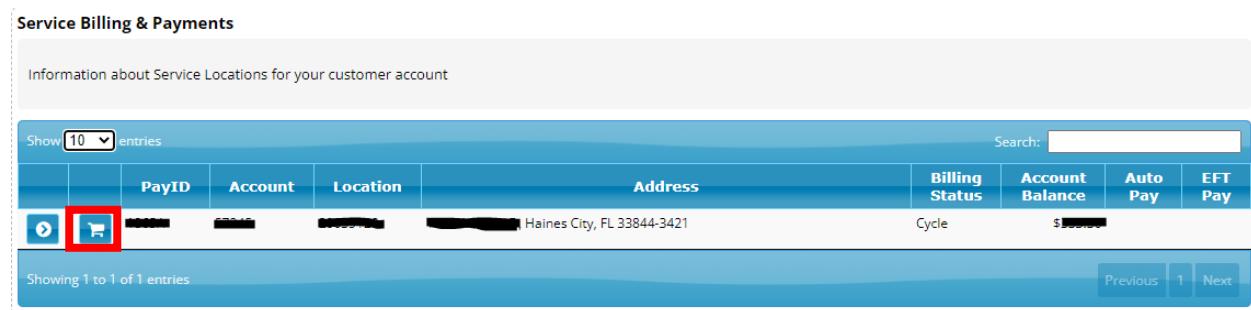
- Under “Third Party Contacts”, account holder can add third parties to receive notifications and information on the account



The screenshot shows a web-based application interface for managing third-party contacts. At the top, there are three tabs: 'Account Information', 'Recurring Payments', and 'Third Party Contacts'. The 'Third Party Contacts' tab is active. Below the tabs, a green header bar says 'Account Third Party Contacts'. Underneath is a blue action bar with a user icon and the text 'Add New Third Party Contact Record'. A red box highlights this button. To the left of the main content area, there is a small sidebar with a user icon and the text 'Add New Third Party Contact Record'. The main content area has a table with columns for 'Name', 'Email', and 'Description'. A message at the bottom of the table says 'No data available in table'. At the bottom of the page, there are buttons for 'Showing 0 to 0 of 0 entries', 'Previous', and 'Next'.

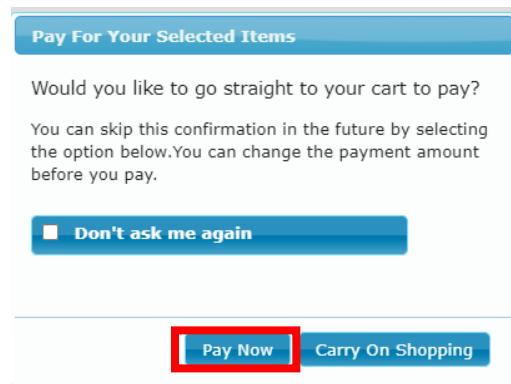
## Service Billing & Payments

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



The screenshot shows a 'Service Billing & Payments' page. At the top, a header bar says 'Service Billing & Payments' and 'Information about Service Locations for your customer account'. Below is a table with columns: 'PayID', 'Account', 'Location', 'Address', 'Billing Status', 'Account Balance', 'Auto Pay', and 'EFT Pay'. The 'Address' column shows 'Haines City, FL 33844-3421'. The 'PayID' column has a shopping cart icon, which is highlighted with a red box. At the bottom of the table, there are buttons for 'Showing 1 to 1 of 1 entries', 'Previous', '1', and 'Next'.

- A pop up will show, click on “Pay Now”



The screenshot shows a 'Pay For Your Selected Items' pop-up window. It asks 'Would you like to go straight to your cart to pay?'. It says 'You can skip this confirmation in the future by selecting the option below. You can change the payment amount before you pay.' There is a checkbox for 'Don't ask me again'. At the bottom, there are two buttons: 'Pay Now' (highlighted with a red box) and 'Carry On Shopping'.

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”

Service Billing & Payments

Once you leave this site for our payments provider, your Shopping Cart will be emptied, even if you later abandon your payment

Remove	Item Number	Transaction Date	Item Account	Item Code	Description	Amount
	1	05/08/2023	████████	████████	████████, Haines City, FL 33844-3421UBSC	\$ █████

Total Cart Value: \$ █████

Empty Shopping Cart

Total Of Selected Cart Items: \$ █████

Pay Total Selected

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

Service Billing & Payments

Pay This Amount: \$ █████

You will now be directed to our payments page at Point & Pay. Payments made may be subject to a convenience fee.

Go Back

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 \$ [REDACTED] on Account Number [REDACTED]

**Cardholder Information**

First Name: \* [REDACTED] Last Name: \* [REDACTED]  
Address Line 1: \* [REDACTED] Address Line 2: [REDACTED]  
City: \* [REDACTED] State: \* [REDACTED] Zip Code: \* [REDACTED]  
Phone Number: \* [REDACTED] Email Address: [REDACTED]

**Payment Information**

Payment Method: \*  
 Credit or Debit Card    

Card Number: \* 

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"

 **HAINES CITY**  
THE HEART OF FLORIDA

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

**Step 2: Review and Submit**

Please review the details of the items you have selected to pay, along with the fees associated with using this service. When you are ready to submit your payment, please review and accept the Terms and Conditions, and click Submit to send your payment for authorization.

**My Bills**

Description	Amount Due
Utilities payment of \$0.01 on Account Number 1865A	\$0.01

**Customer Information**

First Name: [REDACTED]	Subtotal: \$0.01
Last Name: [REDACTED]	Convenience Fee: \$2.00
Address Line 1: 620 E Main St	Total Payment: \$2.01
Address Line 2:	
City: Haines City	
State: Florida	
Zip Code: 33844	
Phone Number: [REDACTED]	
Email Address:	

**Payment Information**

Payment Date: 06/01/2023  
 Card Type: [REDACTED]  
 Card Number: [REDACTED]

**Terms and Conditions**

**CONVENIENCE FEE**  
 Your agency has partnered with a third party service provider to provide you with convenient online payment services via credit card, debit card or electronic check payments. IN ORDER TO USE THIS SERVICE, YOU MAY HAVE TO PAY A NON-REFUNDABLE CONVENIENCE FEE IN ADDITION TO THE AMOUNT(S) OWED TO YOUR PAYEE. Please note that the service provider (not your Payee) will appear as the merchant of record next to your payment on your bank or credit card statement.

**ACCESSIBILITY**  
 This service is accessible through the Internet. In order to use this service you will need a personal computer with access to the Internet through an Internet service provider and a web browser which supports Java™.

**ACCURACY OF YOUR INFORMATION AND BILLING; COMPLETION OF PAYMENT**  
 You are solely responsible for providing accurate and complete information to use this service and for confirming any amount(s) owed to your Payee. Complete payment information is required to process your payment.

I Agree to Terms and Conditions

**Back**   **Cancel**   **Submit Payment**

7. Confirmation page will appear.

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

**Step 3: Confirmation and Receipt**

**Result: Payment Authorized**  
**Confirmation Number: 136544703**

Your payment has been authorized successfully and payment will be processed.

Haines City Thanks You For Your Payment. Thank you for using our bill payment services.

Please save or print a copy of this receipt for record keeping purposes.

# Manage Online Account Settings

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

Manage Online Account Settings

Update your online account profile and notification settings

Information For Utility Account

Your Contact Information Your Communication Options

- Contact Information

Please enter a name and a description/job title. This description is just an easy way for us to distinguish a user. The description you enter may appear in notifications, such as email or text messages

First Name: CITY

Last Name: CITY

Account Description/Job Title: CITY OF HAINES CITY

Your Mobile Phone Number: [redacted]

Why do we need an email address?

- We send password reset requests to the email address you specify
- We send notifications that you have configured, if you select email notifications
- We send notifications that have documents attached, even if you select SMS notifications
- We never send requests asking users to reveal personal information, such as account numbers, passwords, bank or credit card information**

Email Address: [redacted]

Security Token

Select the button below to confirm changes to the account. The account information will be updated immediately

Update Account Information

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

Information For Utility Account

Your Contact Information Your Communication Options

- Communication Options

This screen allows you to define what kind of notifications you receive

If set, you will receive a notification if there is a change to your account balance, for example when a new bill is created or an adjustment is made to your account

How Am I Notified Of Changes To Account Balance

Do Not Notify  Notify By Email

If set, you will receive a notification prior to your account payment becoming due, and you are not registered for Auto-Payment

How Am I Notified If A Payment Is About To Become Due

Do Not Notify  Notify By Email

If set, you will receive a notification if your account becomes delinquent, either because a scheduled EFT or other auto-payment failed, or you missed the deadline for manual payments. Your account may be penalized or you may be subject to service disconnection if this occurs.

How Am I Notified If My Account Becomes Delinquent

Do Not Notify  Notify By Email

If set, you will receive a notification about upcoming auto-debits either via EFT or a 3rd Party processor

How Am I Notified Of An Upcoming Auto-Payment

Do Not Notify  Notify By Email

Select the button below to confirm changes to the account. The account information will be updated immediately

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:  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 account's 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.

**Utilities Services Website Credentials**

Please enter your login id and password to access your account

User Name:

Password:

**Login** **Cancel**

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

**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**

	Code	Description	Via Login	Login Description
		CITY OF HAINES CITY	██████████	CITY OF HAINES CITY

Show 10 entries Search:

Showing 1 to 1 of 1 entries

Previous 1 Next

## Consolidated Account Data

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

Consolidated Account Data

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

Location Billing Summary    Transactions    Billing Analysis

▼ Billing Summary

There is a total outstanding balance of \$ [REDACTED] across all accounts. You cannot offset credits in one account against balances in another

Current Consolidated Balance: \$ [REDACTED]

Last Payment Date: 04/20/2023

Last Payment Amount: \$ [REDACTED]

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

Location Billing Summary    Transactions    Billing Analysis

▼ Consolidated Billing Transactions

Show 10 entries    Search:

	Account	Location	Transaction Date	Transaction Type	Transaction Amount	Due Date
	[REDACTED]	[REDACTED]	04/20/2023	PAYMENT	[REDACTED]	04/20/2023
	[REDACTED]	[REDACTED]	03/21/2023	CYCLE BILL	[REDACTED]	04/20/2023
	[REDACTED]	[REDACTED]	03/20/2023	PAYMENT	[REDACTED]	03/20/2023
	[REDACTED]	[REDACTED]	02/22/2023	CYCLE BILL	[REDACTED]	03/20/2023
	[REDACTED]	[REDACTED]	02/20/2023	PAYMENT	[REDACTED]	02/20/2023
	[REDACTED]	[REDACTED]	01/23/2023	CYCLE BILL	[REDACTED]	02/20/2023

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

	[REDACTED]	[REDACTED]	03/21/2023	CYCLE BILL	[REDACTED]	04/20/2023
-------------------------------------------------------------------------------------	------------	------------	------------	------------	------------	------------

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: **114.00**  
 Tax Amount: **0.00**  
 Penalty Amount: **0.00**  
 Service Arrears: **0.00**

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	<b>114.00</b>
2	WA	02/15/2023	4877	03/13/2023	4888	1000.000	11000	GAL	WATER	<b>0.00</b>
									Prior Balance	<b>0.00</b>
									Tax Amount	<b>0.00</b>
									Balance Forward	<b>0.00</b>
									Total Penalties	<b>0.00</b>
									Balance Due	<b>114.00</b>

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

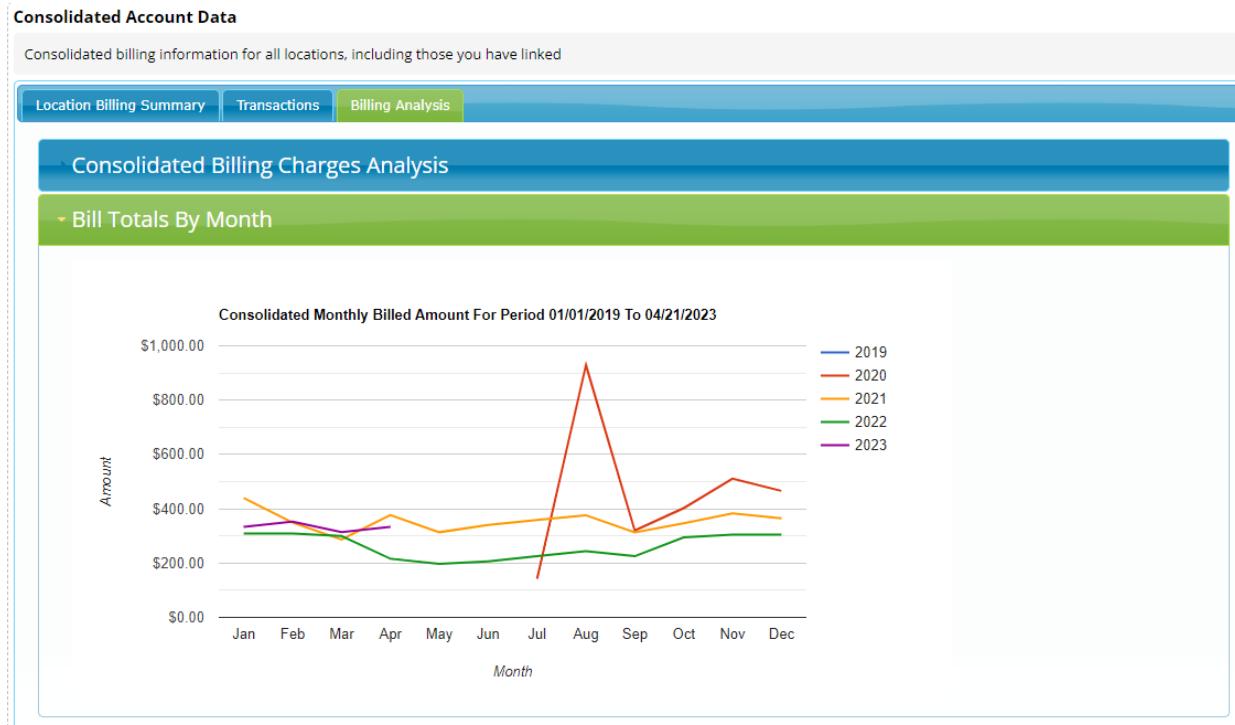
Consolidated Billing Charges Analysis

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

Service	Percentage
SW - Sewer	63.2%
WA - Water	36.8%

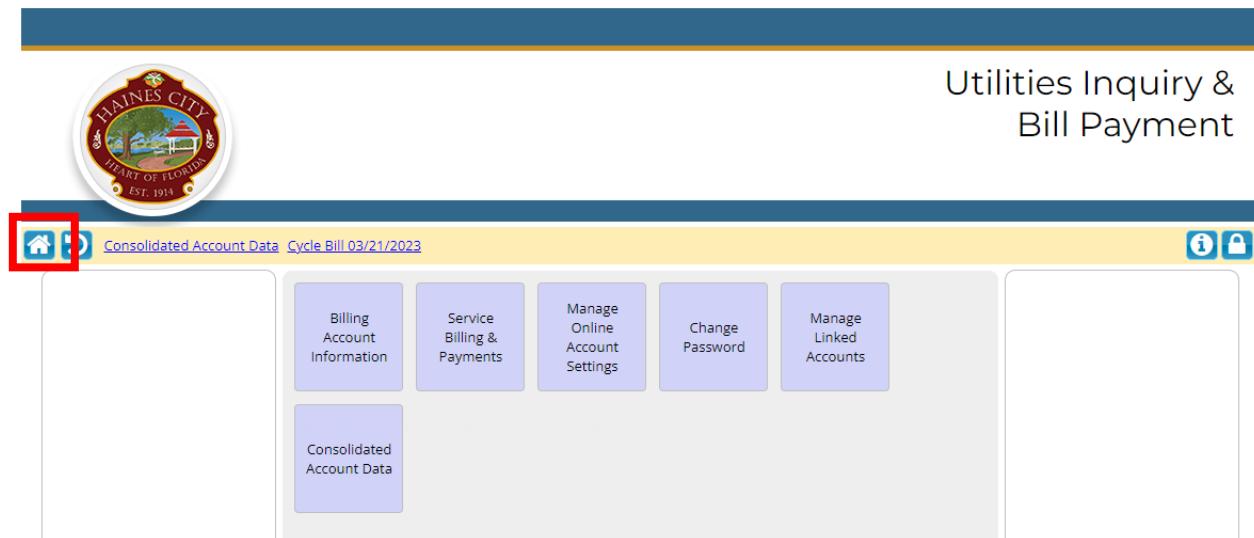
Bill Totals By Month

b. Line graph of monthly billed amount for each year by month



## 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.

