

**City of Mount Pleasant, Texas**  
**Utility Billing Department Online Instructions**

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Office Hours: Monday thru Friday 8:00 am – 5:00 pm

General Inquiries: (903) 575-4000

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### 1. LOG-IN

- a) The Online Account Login screen is the initial screen where you will be directed to login to access your account.
- b) If you have forgotten your password, you may click on the Forgot Password button.
- c) Use the PIN number associated with your account number located on your statement to access your account for the first time.
- d) If you not have a PIN number, please contact Utility Billing for assistance.
- e) Press the Continue button to proceed.

### 2. FORGOT PASSWORD

- a) If you do not remember your password, or if you get the error message "The account number or PIN number is not valid," press the Forgot Password button for assistance.
  
- b) You will be re-directed to another page after pressing the Forgot Password button.
  - o You will need to correctly answer the security question you chose during your initial account registration.
  - o Press the Continue button to proceed.
  - o You will receive a message box stating, "Password reset. You should receive an email with the new temporary password." Your temporary password will be sent to the email address associated with the utility account.
  - o Check your e-mail inbox for the new password.
  - o If the email does not show in your inbox, check the junk or spam folder. \*\*
  - o If you do not remember the correct security answer, press the Cancel and Return to Home Page button and contact Utility Billing for assistance.

### 3. HOME PAGE

- a) The Home Page option in the drop-down box simply returns you to the home page which gives you your account at a glance.
- b) If you wish to edit any of the information on the home page, please refer to the respective section.

### 4. VIEW PAYMENT/CHARGE HISTORY

- a) This allows you to view all payments and charges for your account in real-time.
- b) Press the Home Page button to return to the home page.

### 5. VIEW CONSUMPTION HISTORY

- a) This allows you to view the reading date, service code, description and the consumption amount for your account.
- b) Press the Home Page button to return to the home page.
- c) Press the Water Graph button to view the graph for the last two (2) years of service.
- d) Press the Return to View Consumption History button to return to that page.

### 6. CURRENT STATEMENT BREAKDOWN

- a) The Current Statement Breakdown page allows you to view the transaction date, services you were charged for, description of the service codes, consumption amounts and transaction amounts for each of the services you were last charged for.
- b) Press the Home Page button to return to the home page.

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#### 7. PAY YOUR BILL

- a) Make a payment by selecting the "Pay your Bill" from the drop-down box.
- b) Assure that the Account Number and Service Address displayed on the screen is the account that you wish you make a payment to.
- c) Enter the payment amount.
- d) Press the Continue button.
- e) Enter all of the information as required.
- f) Click the Submit button.  
You will receive a confirmation page signifying a successful payment.
- g) Additionally, you will see the payment in the View Payment/Charge History screen.

#### 8. CORRESPOND WITH THE UTILITY BILLING OFFICE

- a) Correspond with the Utility Billing Office allows to you to send messages regarding your account to the Utility Billing department.
- b) This feature is not intended as a replacement for emergency contact.
- c) Should you have an emergency, please contact Utility Billing at (903) 575-4000.
- d) To send a message to the Utility Billing Office, simply follow the steps outlined below:
- e) Assure that the Account Number and Service Address displayed on the screen is the account in question.
- f) Type your message in the Message box.
- g) Press the Continue Button.
- h) You will be re-directed to the Home Page if your message was sent successfully.
- i) Press the Cancel and Return to Home Page button to disregard any changes, if you have made any, and to return to the home page.
- j) Any changes you have made immediately preceding pressing the Cancel and Return to Home Page button will not be saved.
- k) Should you not have an e-mail address associated with this account or if you would like the response to be sent to a different e-mail address, you **MUST** enter the valid e-mail address. Please specify only a single email address in the e-mail address field.

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**\*\*\*The following are additional account and payment features that are only accessed by registering your account and changing your password.\*\*\***

### 9. REGISTER

Registering allows you to access additional features to the online payment system. Use the PIN number associated with your account number located on your statement to access your account the first time. Press the Continue button to proceed.

- a) Enter the Account Number you wish to register. (See image of statement below to locate your Account Number)
- b) Enter your PIN number. (See image of statement above to locate your PIN #) The PIN number associated with your account number located on your statement will only be used to access your account the first time only.
- c) Press the Continue button to proceed.
- d) Select the "Register" option from the Action to Perform drop- down list.
- e) Enter the PIN on the statement.
- f) Enter your New Password.
- g) Confirm your password.
- h) Select your security question from the "Security Question Suggestions" drop-down box.
- i) You can select one of the security questions from the drop-down box
  - o Or you can select "Other" (please specify)."
  - o In the Your Security Question field, type in your own security question.
  - o Type in the answer to your security question in the Security Answer field.
  - o Confirm the security answer.
  - o Press the Continue button to proceed.



The image shows a screenshot of a utility statement. At the top, it says "Account Statement". Below that, there is a green bar with the text "ACCOUNT INFORMATION". The statement lists the following information:

ACCOUNT:	011-1111111-111
PIN #:	11111111
SERVICE ADDRESS:	123 ANYWHERE ST.
SERVICE PERIOD:	10/12/2010 TO: 11/12/2010
BILLING DATE:	11/29/2010
DUE DATE:	12/20/2010

### 10. CHANGE PASSWORD

You may also change your security question and/or edit your security answer.

- a) Assure that the Account Number and Service Address displayed on the screen is the account that you wish you apply security changes to.
- b) Type in your Current Password.
- c) Type in your New Password.
- d) Confirm your New Password.
- e) Select your security question from the "Security Question Suggestions" drop-down box.
- f) DELETE the text in the Your Security Question field and type in your own security question.
- g) Type in the answer to your security question in the Security Answer field.
- h) Confirm the security answer.
- i) Press the Continue button to proceed.
- j) You will be re-directed to the Home Page if your changes are successful.
- k) Press the Cancel and Return to Home Page button to disregard any changes, if you have made any, and to return to the home page.

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### 11.) VIEW/CHANGE BASIC ACCOUNT INFORMATION

- a) Select the "View/Change Basic Account Information" from the drop-down box.
- b) Edit the information in the fields you would like to change.
- c) Press the Continue button to proceed.
- d) You will be re-directed to the Home Page if your changes are successful.
- e) Press the Cancel and Return to Home Page button to disregard any changes, if you have made any, and to return to the home page.

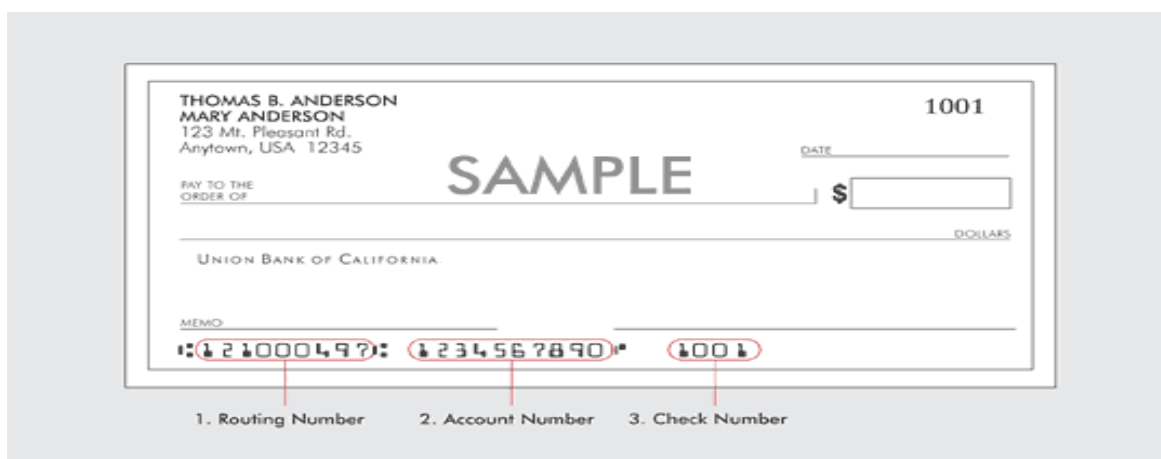
### 12.) Enroll in Automatic Drafting – Bank Account

1.) You may elect to have your utility account automatically drafted from your bank. To enroll, simply follow the steps outlined below:

- a.) Assure that the Account Number and Service Address displayed on the screen is the account that you wish you enroll in automatic drafting.
- b.) Select "Yes" for the Automatic Bank Draft Payment.
- c.) Select "Checking" or "Savings" for the Draft Account Type.
- d.) Enter the Bank Routing Number.
- e.) Enter the Bank Account Number.
- f.) Confirm the Bank Account Number.
- g.) Press the Continue Button.

You will be re-directed to the Home Page if your changes are successful.

Press the **Cancel and Return to Home Page** button to disregard any changes, if you have made any, and to return to the home page. Any changes you have made immediately preceding pressing the **Cancel and Return to Home Page** button will not be saved.



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#### 13.) ENROLL IN AUTOMATIC DRAFTING – CREDIT CARD

- 1.) You may elect to have your bill automatically drafted from your credit/debit card. **Please note that your credit/debit card must have a Visa, MasterCard or Discover logo.** To enroll in Automatic Drafting – Credit Card, simply follow the steps outlined below:
  - a. Assure that the Account Number and Service Address displayed on the screen is the account that you wish to enroll in Automatic Drafting - Credit Card.
  - b. Select “Yes” for the Automatic Credit Card Payment option.
  - c. Enter the First Name of the cardholder as it appears on your card’s billing statement.
  - d. Enter the Last Name of the cardholder as it appears on your card’s billing statement.
  - e. Enter the Address of the card holder as it appears on your card’s billing statement.
  - f. Enter the City of the card holder as it appears on your card’s billing statement.
  - g. Enter the State of the card holder as it appears on your card’s billing statement.
  - h. Enter the Zip Code of the card holder as it appears on your card’s billing statement.
  - i. Enter the Phone Number associated with the card holder’s billing account.
  - j. Enter your valid e-mail address.
  - k. Confirm your valid e-mail address.
  - l. Enter the Card Number as it appears on the card.
  - m. Enter the expiration date

You will be re-directed to the Home Page if your changes are successful.

Press the **Cancel and Return to Home Page** button to disregard any changes, if you have made any, and to return to the home page. Any changes you have made immediately preceding pressing the **Cancel and Return to Home Page** button will not be saved.

#### 14.) LOG-OFF

- a) The logoff option allows to you safely and securely logoff of your account.
- b) It is recommended you logoff prior to closing your browser.