



# City of Anderson

## Utility Bill Self Service

### STEP BY STEP INSTRUCTIONS

**1. Enter Account Number and Customer I.D. and click Search**

This information can be found in the Customer Copy section of your utility bill.

**2. Click Manage Bills**

Make sure that you click manage bills next to the service address that matches your bill. Bill will show Charges, Pending Payments, and Balance Due

**3. Click the Pay button**

Outstanding bills on the selected service address are preselected. If you need to remove bills from payment then unselect the box prior to clicking the Pay button.

**4. Choose to Pay by E-check or Credit Card by clicking the corresponding link.**

There is currently no fee to pay by e-check and no charge for credit cards. However, fees are subject to change.

*For Credit Cards, continue to step 5. For E-Checks, skip to step 10*

### Credit Cards

**5. Enter the amount and click Continue**

Amount due is automatically entered. If you do not wish to pay the full amount, then type in the amount you want to pay in the payment amount box.

**6. Enter credit card information and click Continue**

CVV number is a 3 or 4 digit number located on the back of the credit card.

**7. Enter billing information, Review and click Process if it is correct**

If your credit card has a middle initial, then include the middle initial in the first name field. For example, if your Credit Card says "JOHN A SMITH" then you would type "JOHN A" in the first name field. Include email for receipt delivery.

**8. Save Approval Code and Order Section Number**

If you do not see the word APPROVED on the Transaction Detail screen then your payment has not been approved. You should receive an error message if payment was declined or if any information related to your credit card is incorrect. DO NOT refresh page while it is processing your payment as it may cause multiple charges to your credit card.

**9. Save Confirmation Emails received or Print the Order Results Page. For further transactions Click Return to Utility Billing**

## **E-Checks**

### **10. Enter the amount and click Continue**

Amount due is automatically entered. If you do not wish to pay the full amount, then type in the amount you want to pay in the payment amount box.

### **11. Enter Bank Account Number-Bank Routing Number Account Type and click Continue**

Bank ABA/routing number can most easily be found on your checks. Contact your bank/credit union should you be unable to locate the number.

### **12. Enter Billing Information and Click Continue**

If you need to enter a middle initial, then include it in the First Name field after your first name. For example, if your name is "JOHN A SMITH" then you can type "JOHN A" in the first name field. Enter Email Address for receipt delivery.

### **13. Review the information. If it is correct, then click I Agree and Process**

### **14. Save Approval Code and Order Section Number**

If you do not see the word APPROVED on the Transaction Details then your payment was not approved. You should receive an error message if payment was declined or if any information related to your bank information is incorrect. DO NOT refresh page while it is processing your payment as you may be charged twice.

### **15. Save Confirmation Emails received or Print the Order Results Page. For further transactions Click Return to Utility Billing**