

# User Guide to Online Bill Pay

for customers of Rocky Mount Public Utilities



There are many online services now available to customers of Rocky Mount Public Utilities. This guide will show you how to use some of the key online features after you have registered for and logged in to your account. If you have not yet registered for an account, go to [www.rockymountnc.gov/billpay](http://www.rockymountnc.gov/billpay) to view a guide that will help you through that process.

## ONLINE FEATURES

### View your Billing History, including your Current Bill

Under the **ONLINE SERVICES** section at left, click **BILLING HISTORY** to see your historical billing information, including your current utility bill. Under the heading **WEB BILL** at right, click **VIEW** to open your bill. This online billing statement will look just like the one you receive in the mail. You can choose to print this bill so that you have a remittance form to include with your payment, or if you just want a printed bill for your records.

*NOTE: If you do not see the option to view your current bill, your bill has not been created yet. Please check back later.*

Bill Date	Balance Forward	Current Bill	Bill Total	Web Bill
1/31/2011	\$304.40	\$340.72	\$645.12	View

### Make an Online Payment

Under the **ONLINE SERVICES** section at left, click **MAKE A PAYMENT**. Select the type of debit or credit card you will use, then click **GO**. A new window will open, and this is where you will make your payment. You can pay the full amount or make an installment payment. You can choose to enter a payment description (recommended for installment payments), then simply enter your credit or debit card information as requested. Be sure to save a copy of your receipt for your records.

*NOTE: There is no charge for making an online payment.*

The screenshot shows a web form titled "City of Rocky Mount Utility Payment Authorization". It includes fields for "Amount" (645.12) and "Total" (\$645.12). There are also fields for "Payment Description", "Credit Card Type" (set to Visa), "Credit Card Number", "Expiry Date" (MMYY), and "Name on Card" (YOUR NAME HERE). A "Validate Credit Card Number" checkbox is checked. "Submit" and "Close" buttons are at the bottom.

### Learn About Your Household's Usage

Under **ACCOUNT SERVICES** at left, click on **USAGE HISTORY**.

To compare your own usage over time, select a type of service from the first drop-down menu. (shown in yellow circle at right)

To compare your household's usage with other households, select a type of service from the first drop-down menu under **CONSUMPTION COMPARISON**, then choose whether you want to compare your household's usage to others on your street or others in your general area. (shown in orange circle at right)

*NOTE: Note that while other homes in your area may have similar attributes, such as age, size, and type of construction, some households may have widely different usage amounts due to the number of residents in the home, weatherization efforts such as insulation and weatherstripping, and lifestyle choices.*

#### Usage History

The screenshot shows two forms. The top form is "Usage History" with a message: "Select a Service Type and click the submit button:". It has a dropdown menu for "Select Service Type" and a "Submit" button. The bottom form is "Consumption Comparison" with two steps: "1. Service that you want to compare:" and "2. Compare your consumption to:". Both steps have dropdown menus for "Select Service Type" and "Compare my consumption to the...". A "Submit" button is at the bottom.

### Account Balance

Under the **MAIN** menu at left, click **LIST ACCOUNTS**. Here you can view any pending web payments.

