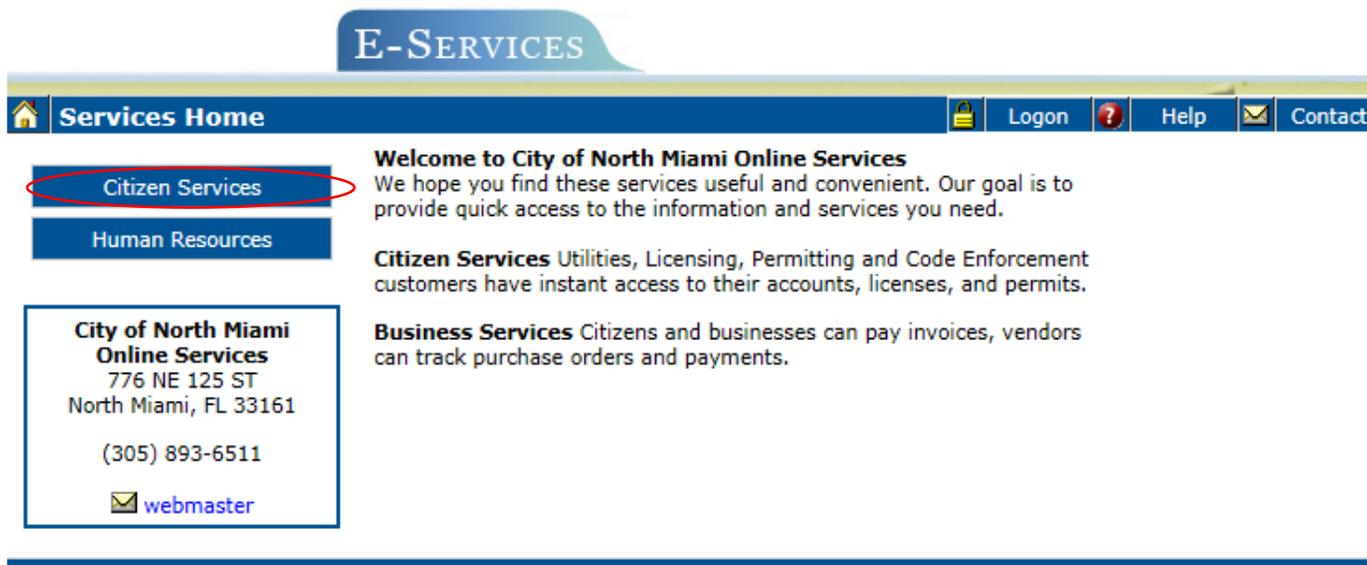# NORTH MIAMI
### FLORIDA
## Utility Services

## INSTRUCTIONS FOR VIEWING YOUR UTILITY ACCOUNT INFORMATION AND USAGE ONLINE THROUGH THE CITIZEN'S E-SERVICES PORTAL

**Step 1:** Open up your computer's Internet Browser and type in the url bar **http://eportal.northmiamifl.gov** and select **"Citizen Service"**



**Step 2:** On the left hand side select **"Utilities"**

**Step 3:** On the left hand side select **"New Users"**

**Step 4:** Enter your information, select "**Next Step**"

**Step 5:** Confirm your information, then select **"Register"**

**Step 6:** Enter your Account Number, and Last Name then select **"Register with Utilities"**
*If you are registering for a business enter the business name under LAST NAME column.*
*Make sure the LAST NAME entered matches exactly what's on file, reference your bill to be sure.*
*(i.e. if last name is "Smith III", the user must input "Smith III" otherwise it won't locate the account )*

## Extra Features:



Click **"View List"** to view all Utility Accounts if you have more than one account.

To add an account click on **"Add account"** and follow the same steps in step 6.

*If you are a business you can now receive billing information by e-mail by clicking **"Switch to paperless statements"**. You will be asked to enter your e-mail address, confirm it by re-entering it and select " **Go Paperless !"**.*

To view account summary click **"Summary"**
The Summary page shows past and current billing history.

To view account history click on **"Transaction history"**
The Account History page shows transaction type, and balances on accounts.