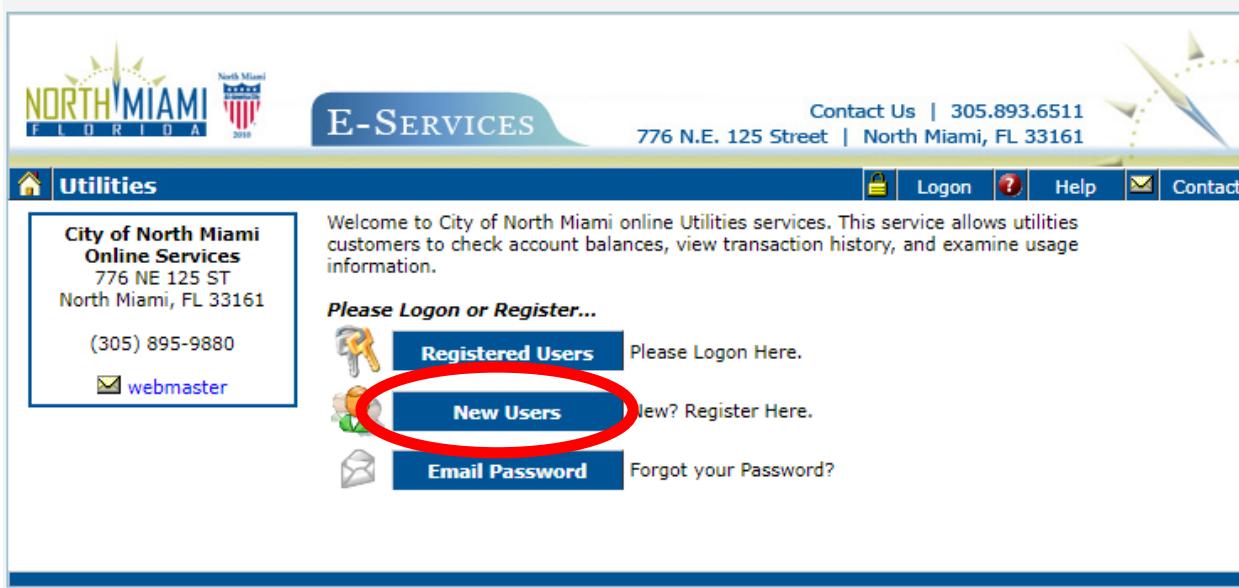




INSTRUCTIONS FOR VIEWING YOUR UTILITY ACCOUNT INFORMATION AND USAGE ONLINE THROUGH THE CITIZEN'S E-SERVICES PORTAL.

Step 1: Open up your computer's Internet Browser and type in the URL bar

www.northmiamifl.gov/utilitybill





HOW TO REGISTER AS A NEW USER.

Step 2: Click on “New Users”

Step 3: Enter the following information:

- First Name, Last Name
- Address
- City/State/Zip Code
- Phone Number
- Cell Phone Number
- Email Address
- Select a Username
- Select a Password
- Repeat Password
- Click on Next Step...

The screenshot shows a web page titled "New User" under the "E-SERVICES" section. The page header includes the North Miami Florida logo, the year 2010, and contact information: "Contact Us | 305.893.6511" and "776 N.E. 125 Street | North Miami, FL 33161". Below the header, there are several input fields for user information, each with a required asterisk (*). The fields are: "First Name" and "Last Name" (both with "Name" sub-labels); "Address Line 1" and "Address Line 2/Suite"; "City/State/Zip Code" (with a dropdown arrow); "Phone Number" and "Cell Phone Number" (both with "example" placeholder text); and "Email Address". Below these, there are fields for "Select a Username" and "Select a Password", both with "Note" sub-labels explaining the requirements. A "Repeat Password" field is also present. At the bottom right is a "Next Step..." button.



HOW TO REGISTER AS A NEW USER (Continued)

- Verify Information on the New User tab.
- Click on Register

The screenshot shows the North Miami E-Services website with a 'New User' registration form. The form fields are as follows:

| | |
|--------------------|----------------------|
| Name: | <input type="text"/> |
| Address: | <input type="text"/> |
| Phone Number: | <input type="text"/> |
| Cell Phone Number: | <input type="text"/> |
| Email Address: | <input type="text"/> |
| Username: | <input type="text"/> |
| Password: | <input type="text"/> |

Below the form is a 'Register' button.



HOW TO REGISTER AS A NEW USER (Continued)

Step 4: Register as a Utility Customer.

Enter the following information here:

- Utility Account Number including the dashes
- Account Last Name
- Click on Register with Utilities
- You will then be prompted to the Utilities Main tab which means you have successfully registered your utility account online.

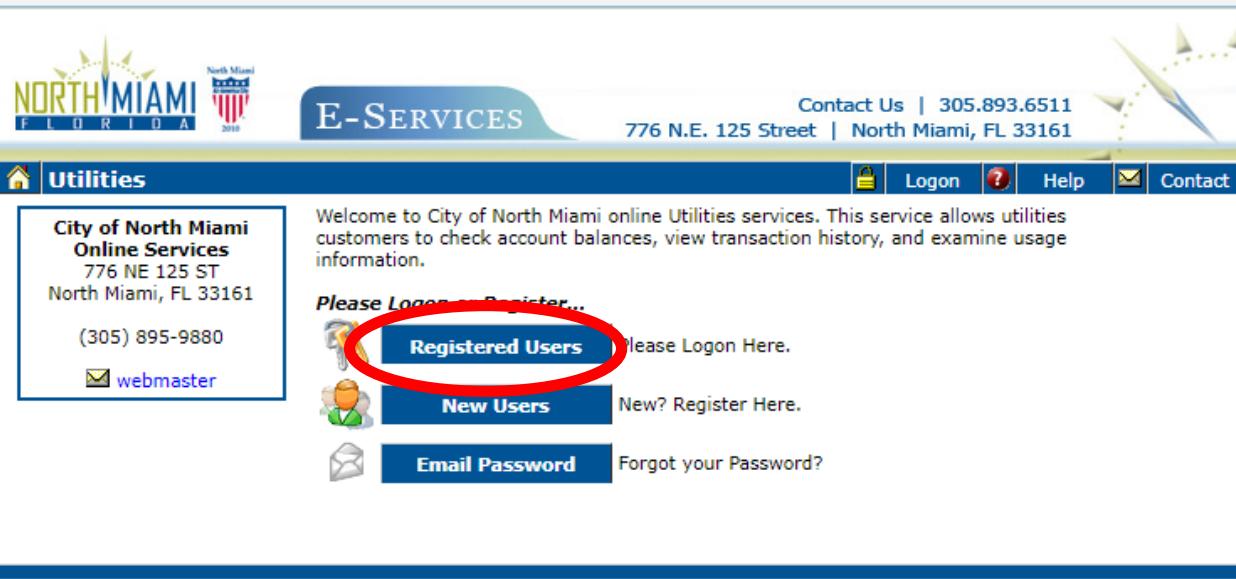
This screenshot shows the "Utilities: Register Utility Customer" page. At the top, there is a "Utilities" icon and the text "Register as a Utilities customer". Below this, a note states: "In order to connect your "eUser" logon to a utility account, we need some more information. Please enter BOTH your utility account number and last name in this form to register with utilities." There are two input fields: "Account Number" (with placeholder "(e.g. 12-34-56789-12)") and "Account Last Name" (with placeholder "(e.g. SMITH III.)"). At the bottom is a "Register with Utilities" button.

This screenshot shows the Utilities Main tab. At the top, it says "Welcome to City of North Miami online Utilities services. This service allows utilities customers to check account balances, view transaction history, and examine usage information." Below this, there is a summary of account details: "Status Active", "Balance Due 0.00", "Last Billed 02/28/2023", "Last Paid 03/22/2023", and "Due Date". There are three buttons at the bottom: "Make a payment/Add account...", "Switch to paperless statements", and "Summary| View statements| Usage chart| Transaction history".



LOG-IN FOR REGISTERED USERS

Step 1: Open up your computer's Internet Browser and type in the URL bar
www.northmiamifl.gov/utilitybill



The screenshot shows the City of North Miami Utilities website. At the top, there is a header with the city's logo, "E-SERVICES", contact information ("Contact Us | 305.893.6511", "776 N.E. 125 Street | North Miami, FL 33161"), and navigation links for "Logon", "Help", and "Contact". The main content area has a blue header "Utilities". On the left, there is a sidebar with "City of North Miami Online Services" information: address (776 NE 125 ST, North Miami, FL 33161), phone number (305) 895-9880, and email (webmaster). The main content area has a message: "Welcome to City of North Miami online Utilities services. This service allows utilities customers to check account balances, view transaction history, and examine usage information." Below this, there are two main buttons: "Registered Users" (with a key icon) and "New Users" (with a person icon). The "Registered Users" button is circled in red. Below these buttons are links: "Please Logon Here." and "New? Register Here.". At the bottom, there are links for "Email Password" and "Forgot your Password?".



LOG-IN FOR REGISTERED USERS (continued)

Step 2: Enter username and password.

Step 3: Click on Logon

The screenshot shows the City of North Miami Utilities E-Services login page. At the top, there is a logo for the City of North Miami, Florida, with the text "NORTH MIAMI FLORIDA" and a small American flag icon. To the right of the logo is the text "E-SERVICES". On the far right, there are links for "Contact Us | 305.893.6511" and "776 N.E. 125 Street | North Miami, FL 33161". Below the logo, there is a "Utilities" section with the text "City of North Miami Online Services 776 NE 125 ST North Miami, FL 33161 (305) 895-9880" and an email link "webmaster". To the right of this section, there is a welcome message: "Welcome to City of North Miami online Utilities services. This service allows utilities customers to check account balances, view transaction history, and examine usage information." Below the welcome message is a logon form with fields for "User Name" and "Password", and buttons for "Logon" and "Cancel". Below the logon form are links for "Forgot your Password?" (with an envelope icon) and "Email Password" (with a blue button). At the bottom of the page, there is a link for "Not Registered Yet?" (with a person icon) and a "Register Now!" button (with a blue button).

Step 1: Click on Make a payment



MAKE A PAYMENT AS A REGISTERED USER

The screenshot shows the City of North Miami Utilities E-Services website. The top navigation bar includes links for "Contact Us" (305.893.6511), "776 N.E. 125 Street | North Miami, FL 33161", "My Profile", "Log Off", "Help", and "Contact". The main content area features a "Utilities" section with the address "776 NE 125 ST North Miami, FL 33161" and phone number "(305) 895-9880", and an email link "webmaster". A welcome message for registered users is displayed, along with account information: "Account# [REDACTED]", "Customer# [REDACTED] Role owner", "Customer Name [REDACTED]", and "Service Address [REDACTED]". To the right, account status is "Active", balance due is "0.00", last billed is "02/28/2023", last paid is "03/22/2023", and due date is listed. Below this, there are three buttons: "Make a payment" (circled in red), "Switch to paperless statements", and "Summary | View statements | Usage chart | Transaction history".



MAKE A PAYMENT AS A REGISTERED USER (continued)

Step 2: Your current balance appears automatically. Enter the amount you wish to pay.

Step 3: Click on Continue

The screenshot shows the North Miami E-Services website with the following details:

- Header:** NORTH MIAMI FLORIDA logo, E-SERVICES button, Contact Us | 305.893.6511, 776 N.E. 125 Street | North Miami, FL 33161.
- User Information:** Status Active, Last Billed 12/20/2022, Last Paid 03/15/2023.
- Navigation:** Viewing (highlighted), Make Payment, Select the information you would like to view.
- Message:** A total of \$281.05 is due on Utility Account number: [redacted].
- Payment Options:** VISA, MasterCard.
- Text:** You may use the form below to make a payment with your credit card. If you are making a payment on services that have been disconnected for non-payment, you will need to contact the Utility Department to get your services reconnected.
- Input Field:** Enter the amount you would like to pay today... (containing \$281.05) with a red circle around it.
- Buttons:** Continue.



MAKE A PAYMENT AS A REGISTERED USER (continued)

Step 4: Choose your form of payment.

- Credit Card
- ACH/Check

Step 5: Click Select Payment Type

The screenshot shows the North Miami E-Services website with the following details:

- Header:** North Miami Florida logo, E-SERVICES button, Contact Us (305.893.6511), 776 N.E. 125 Street, North Miami, FL 33161.
- Account Information:** Account Number, Customer, Service Address, Status (Active), Last Billed (12/20/2022), Last Paid (03/15/2023).
- Payment Selection:** Viewing "Make Payment" (selected), A total of \$281.05 is due on Utility Account number: [redacted].
You may use the form below to make a payment with your credit card.
If you are making a payment on services that have been disconnected for non-payment, you will need to contact the Utility Department to get your services reconnected.
- Payment Methods:** VISA and MasterCard logos.
- Transaction Instructions:** Please select the payment method for this transaction:
 Credit Card
 ACH / Check
Select Payment Type button.
- Completion Note:** Complete payment form carefully. Your address must match the billing address for the card you are using. If you receive errors, check your information carefully and try again.
- Final Note:** Click the "Make Payment" button only ONCE. It may take up to one minute to process your transaction.



MAKE A PAYMENT AS A REGISTERED USER (continued)

Step 6a: Credit Card payment

- Example of required fields for Credit Card payment
- Please note, all fields with * are required fields for Credit Card transactions.
- Click Make Payment

The screenshot shows the 'Utilities: Make Payment' page of the North Miami E-Services website. At the top, the North Miami logo is displayed, followed by the 'E-SERVICES' menu. The main content area is titled 'Utilities: Make Payment'. It shows an account number and customer service address, with a note that the account is active and last billed on 12/20/2022, last paid on 03/15/2023. A dropdown menu allows selecting between 'Viewing' and 'Make Payment'. A message indicates a total of \$281.05 is due. Below this, payment method icons for VISA and MasterCard are shown, with a note that users can make a payment with their credit card. A payment amount of \$1.00 is entered. The form includes fields for card type (dropdown), card number (text input), expiration month and year (dropdowns), CVV2 code (text input), name on card (text input), and zip code (text input). A 'Make Payment' button is at the bottom. To the right, a note says to complete the form carefully and match the billing address to the card. At the bottom right, a note says to click the 'Make Payment' button only once. The page has a decorative graphic of yellow and blue triangles in the bottom right corner.



MAKE A PAYMENT AS A REGISTERED USER (continued)

Step 6b: ACH/Check payment

- Example of required fields for ACH/Check
- Please note, all fields with * are required fields for ACH/Check transactions.
- Please verify the bank routing number and bank account number is entered correctly. Otherwise Payment will be rejected.
- Click Make Payment

The screenshot shows the North Miami E-Services website with the following details:

- Header:** North Miami Florida logo, E-SERVICES button, Contact Us (305.893.6511), 776 N.E. 125 Street | North Miami, FL 33161, My Profile, Log Off, Help, Contact.
- Account Information:** Status Active, Last Billed 12/20/2022, Last Paid 03/15/2023.
- Payment Options:** Viewing Make Payment, Visa, MasterCard.
- Payment Form:** A total of \$281.05 is due on Utility Account number: [REDACTED]. You may use the form below to make a payment. Payment Amount: \$1.00 on Account Number: [REDACTED]. Total Payment US \$1.00. ABA Routing Number*, Account Number*, Customer/Company Name*, Check Number.
- Disclaimer:** By clicking the button below, I authorize City of North Miami to debit my bank account on Friday, April 7, 2023 for the amount of \$1.00 for Payment Amount: \$1.00 on Account Number: [REDACTED]. If any of my payments are returned unpaid, I understand that I may be charged an unpaid-check fee.
- Buttons:** Make Payment -->



MAKE A PAYMENT AS A REGISTERED USER (continued)

Step 7: Print or save your proof of payment.

[Return to Home](#)

[Print this receipt](#)

Thank you for your payment!

| | | | |
|-----------------------|---------------------------------|--|--|
| Utility Account: | <input type="text"/> | | |
| Amount | \$1.00 | | |
| Charge Will Appear As | City of North Miami - 4/7/2023 | | |
| Payment Info | Mastercard <input type="text"/> | | |

Account Details

Service Address

| Service Type | Previous Balance | Current Balance | Balance Due |
|-------------------------------|------------------|-----------------|-------------|
| Deposit | 0.00 | 0.00 | 0.00 |
| Water | 0.00 | 47.25 | 47.25 |
| Sewer | 0.00 | 99.92 | 99.92 |
| Miscellaneous | 0.00 | 0.00 | 0.00 |
| County Service Fee | 0.00 | 9.73 | 9.73 |
| Sanitation | 0.00 | 101.79 | 101.79 |
| Storm Water | 0.00 | 21.36 | 21.36 |
| Capital Improvement Fee-Sewer | 0.00 | 0.00 | 0.00 |
| Capital Improvement Fee-Water | 0.00 | 0.00 | 0.00 |
| Recycling | 0.00 | 0.00 | 0.00 |

| | Previous Balance | Current Balance | Balance Due |
|--------|------------------|-----------------|-------------|
| Totals | 0.00 | 280.05 | 280.05 |