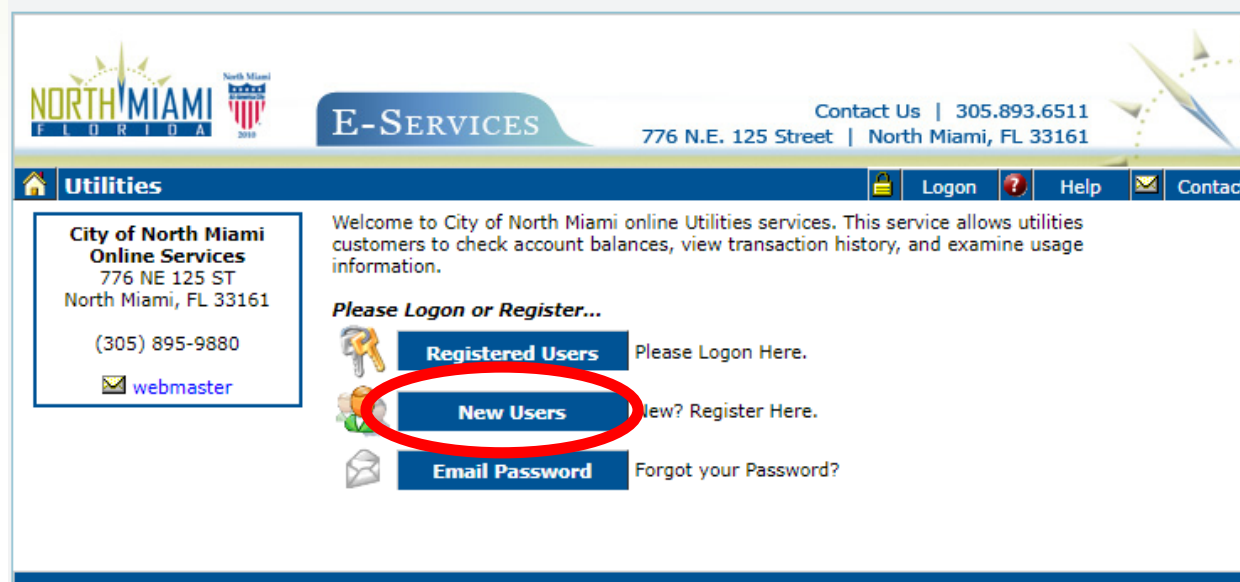




INSTRUCTIONS FOR VIEWING YOUR UTILITY ACCOUNT INFORMATION AND USAGE ONLINE THROUGH THE CITIZEN'S E-SERVICES PORTAL.

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 the "New User" registration page on the North Miami E-Services website. The header includes the North Miami logo, "E-SERVICES", and contact information: "Contact Us | 305.893.6511" and "776 N.E. 125 Street | North Miami, FL 33161". The page title is "New User". Below the title, a message states: "Please complete the form below, all fields marked with a '*' are required information. After completing this form, you will have the opportunity to register with specific services." The form fields are: "First Name" and "Last Name*" (both required), "Address Line 1*" (required), "Address Line 2/Suite", "City/State/Zip Code*" (required, with a dropdown for state), "Phone Number*" (required, with an example: (209) 555-1212 or (209) 555-1212 3333), "Cell Phone Number" (with the same example), and "Email Address*" (required). Below these fields, there are three more fields: "Select a Username*" (required), "Select a Password*" (required), and "Repeat Password*" (required). A "Next Step..." button is at the bottom. A note states: "Note: Usernames must be unique in our system, you will receive an error message if the username you have entered already exists in our database." Another note states: "Your password must be between 4 and 16 characters long and consist of letters and numbers only."



HOW TO REGISTER AS A NEW USER (Continued)

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

A screenshot of the North Miami E-Services website's "New User" registration page. The page header includes the North Miami logo, "E-SERVICES" in a blue box, and contact information: "Contact Us | 305.893.6511" and "776 N.E. 125 Street | North Miami, FL 33161". A navigation bar contains a home icon, "New User", a help icon, "Help", an email icon, and "Contact". The main content area has a warning: "Please check your information carefully before clicking the register button. If you need to make changes to information shown below, [Click Here](#) now." Below this is a registration form with labels for "Name:", "Address:", "Phone Number:", "Cell Phone Number:", "Email Address:", "Username:", and "Password:". The input fields are represented by a large blue rectangle. A "Register" button is located at the bottom left of the form area.



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.

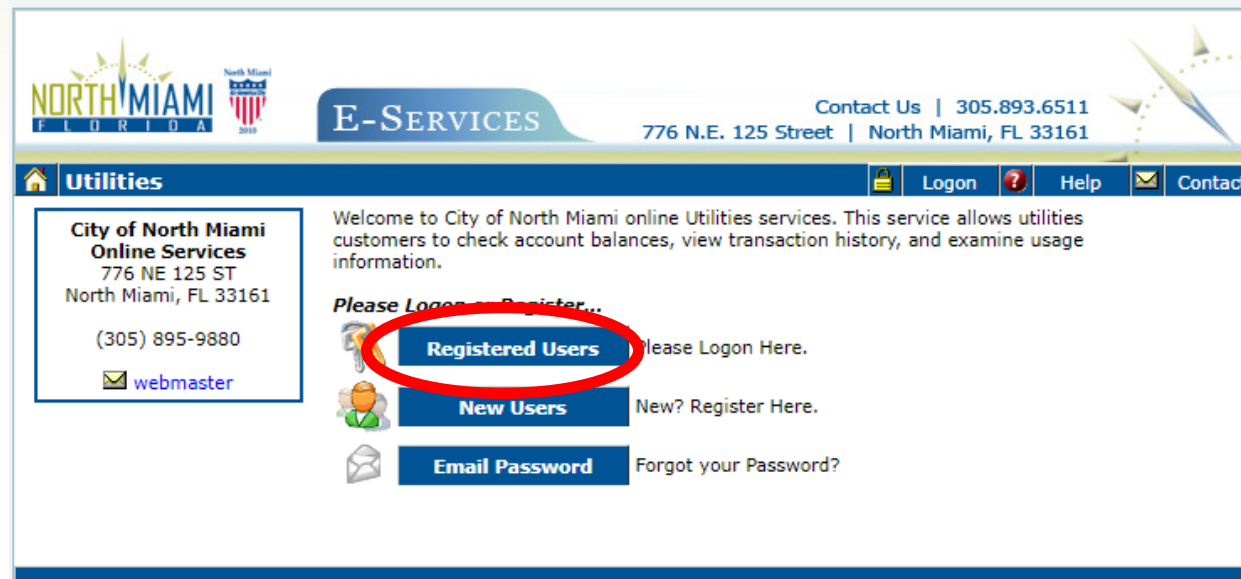
The screenshot shows the "Register as a Utilities customer" form. At the top, there is a header with the North Miami logo, "E-SERVICES" tab, and contact information: "Contact Us | 305.893.6511" and "776 N.E. 125 Street | North Miami, FL 33161". Below the header, a navigation bar includes "Utilities: Register Utility Customer", "My Profile", "Log Off", "Help", and "Contact". The main heading is "Register as a Utilities customer". A message states: "In order to connect your 'eUser' login 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 a placeholder "(e.g. 12-34-56789-12)" and "Account Last Name" with a placeholder "(e.g. SMITH III.)". A "Register with Utilities" button is at the bottom.

The screenshot shows the "City of North Miami Online Services" dashboard. The header includes the North Miami logo, "E-SERVICES" tab, and contact information: "Contact Us | 305.893.6511" and "776 N.E. 125 Street | North Miami, FL 33161". A navigation bar includes "Utilities", "My Profile", "Log Off", "Help", and "Contact". The main heading is "City of North Miami Online Services" with address "776 NE 125 ST North Miami, FL 33161" and phone "(305) 895-9880". A message states: "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." There are several sections: "Accounts" with a dropdown menu, "Customers" with a dropdown menu and "Role owner", "Customer Name" with a dropdown menu, and "Service Address" with a dropdown menu. On the right, account status is shown: "Status Active", "Balance Due 0.00", "Last Billed 02/28/2023", "Last Paid 03/22/2023", and "Due Date". At the bottom, there are links: "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





LOG-IN FOR REGISTERED USERS (continued)

Step 2: Enter username and password.

Step 3: Click on Logon

The screenshot shows the "E-SERVICES" login page for the City of North Miami. The header includes the city logo, "E-SERVICES" text, and contact information: "Contact Us | 305.893.6511" and "776 N.E. 125 Street | North Miami, FL 33161". A navigation bar contains "Utilities", "Cancel", "Help", and "Contact". The main content area has a welcome message and a login form. The login form includes fields for "User Name" and "Password", a "Logon" button, and a "Cancel" link. Below the login form are links for "Forgot your Password?" (with an "Email Password" button) and "Not Registered Yet?" (with a "Register Now!" button).

City of North Miami Online Services
776 NE 125 ST
North Miami, FL 33161
(305) 895-9880
✉ [webmaster](#)

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.

Please logon...

User Name

Password [Logon](#) | [Cancel](#)

Forgot your Password?
✉ [Email Password](#)

Not Registered Yet?
👤 [Register Now!](#)



MAKE A PAYMENT AS A REGISTERED USER

Step 1: Click on Make a payment

The screenshot shows the "E-SERVICES" portal for the City of North Miami. The header includes the city logo, contact information (305.893.6511, 776 N.E. 125 Street), and navigation links (My Profile, Log Off, Help, Contact). The "Utilities" section is active, displaying account details for a user with the role "owner". The account status is "Active" with a balance due of "0.00". The last billed date is "02/28/2023" and the last paid date is "03/22/2023". A red circle highlights the "Make a payment" button, which is located next to the "Add account..." link. Other links include "Switch to paperless statements", "Summary", "View statements", "Usage chart", and "Transaction history".

City of North Miami Online Services
776 NE 125 ST
North Miami, FL 33161
(305) 895-9880
[webmaster](#)

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.

Account# [REDACTED] Status **Active**
Customer# [REDACTED] Role **owner** Balance Due **0.00**
Customer Name [REDACTED] Last Billed **02/28/2023**
Service Address [REDACTED] Last Paid **03/22/2023**
Due Date

[Make a payment](#) [Add account...](#)
[Switch to paperless statements](#)
[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

A screenshot of the North Miami E-Services website's "Make Payment" page. The page header includes the North Miami logo, "E-SERVICES", and contact information. The main content area shows account details: Account Number, Customer, Service Address, Status (Active), Last Billed (12/20/2022), and Last Paid (03/15/2023). A dropdown menu is set to "Make Payment". Below this, it states "A total of \$281.05 is due on Utility Account number:" followed by a redacted account number. There are logos for Visa and MasterCard. A note says "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." At the bottom, there is a text input field with "281.05" entered, circled in red, and a "Continue" button next to it.

NorthMiamiFL.gov

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

Step 3: Click on Continue

Utilities: Make Payment | My Profile | Log Off | Help | Contact

Account Number [Redacted] Status **Active**
Customer [Redacted] Last Billed **12/20/2022**
Service Address [Redacted] Last Paid **03/15/2023**

Viewing **Make Payment** <-- Select the information you would like to view.

A total of **\$281.05** is due on Utility Account number: [Redacted]

VISA **MasterCard**

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.

Enter the amount you would like to pay today...

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

A screenshot of the North Miami E-Services website's "Make Payment" page. The header includes the North Miami logo, "E-SERVICES", and contact information. The main navigation bar shows "Utilities: Make Payment" as the active section, along with links for "My Profile", "Log Off", "Help", and "Contact". The user's account status is "Active", with the last bill date of 12/20/2022 and the last payment date of 03/15/2023. A dropdown menu is set to "Make Payment". A message states that a total of \$281.05 is due on the utility account number. It informs users that they can use the form to make a payment with a credit card, but if they are making a payment on services that have been disconnected for non-payment, they will need to contact the Utility Department. Below this, there are radio buttons to select the payment method: "Credit Card" (selected) and "ACH / Check". A "Select Payment Type" button is located below the radio buttons. On the right side, there is a note advising users to complete the payment form carefully, ensuring the address matches the billing address, and to click the "Make Payment" button only once.



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

A screenshot of the North Miami E-Services website's 'Make Payment' page. The page header includes the North Miami logo, 'E-SERVICES' text, and contact information. A navigation bar contains links for 'Utilities: Make Payment', 'My Profile', 'Log Off', 'Help', and 'Contact'. The user's account information is displayed, including 'Account Number', 'Customer', 'Service Address', 'Status: Active', 'Last Billed: 12/20/2022', and 'Last Paid: 03/15/2023'. A dropdown menu shows 'Viewing: Make Payment'. A message states 'A total of \$281.05 is due on Utility Account number [redacted]'. Below this, there are logos for Visa and MasterCard, and a note: '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.' The payment form includes fields for 'Payment Amount: \$1.00 on Account Number: [redacted]', 'Total Payment US \$1.00', 'Card type*' (dropdown), 'Card number*' (text box), 'Expiration month*' (dropdown), 'year*' (dropdown), 'CVV2 code*' (text box), 'Name on card*' (text box), and 'Zip code*' (text box). A 'Make Payment' button is at the bottom. A sidebar on the right contains instructions: '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.' and '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 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 'Utilities: Make Payment' page on the North Miami E-Services portal. At the top, there's a header with the North Miami logo, 'E-SERVICES' text, and contact information. Below the header, a navigation bar includes links like 'My Profile', 'Log Off', 'Help', and 'Contact'. The main content area displays account details: 'Account Number', 'Customer', and 'Service Address' (all redacted with blue boxes), along with 'Status: Active', 'Last Billed: 12/20/2022', and 'Last Paid: 03/15/2023'. A dropdown menu shows 'Viewing: Make Payment'. A message states 'A total of \$281.05 is due on Utility Account number: [redacted]'. Below this, there are logos for VISA and MasterCard, followed by a note: 'You may use the form below to make a payment [redacted]. 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.' The payment form includes fields for 'Payment Amount: \$1.00 on Account Number: [redacted]', 'Total Payment US \$1.00', 'ABA Routing Number*', 'Account Number*', 'Customer/Company Name*', and 'Check Number'. A disclaimer at the bottom states: '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.' A 'Make Payment -->' button is at the bottom right. A sidebar on the right contains instructions: '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.' and '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 7: Print or save your proof of payment.

[Return to Home](#)

[Print this receipt](#)

☒ Thank you for your payment!

Utility Account:

Amount

\$1.00

Charge Will Appear As

City of North Miami - 4/7/2023

Payment Info

Mastercard

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