

INSTRUCTIONS FOR ONLINE UTILITY SYSTEM

Access accounts online

Go to website: <http://eaglepointor.municipalonlinepayments.com>

OR you can access it from our website www.cityofeaglepoint.org

Click on - Utility Billing, then Create an Account

Type your full name & the email which you want designated for response

Click continue... your password will be emailed to you shortly, this will take a few minutes

It will take you back to the main website page

Go back to website main page – Utility Billing & Login using your designated email and the random password that was sent to you.

Click on – Add an account

Type your account number and your last payment amount

Click submit

Now that you have set up a member profile you have these features:

Member Profile: change designated email and passwords

Transaction History: billings and payments

Consumption & Comparisons: gallons used over the last 2 years

Online Payments: payment convenience with credit/debit cards for a small fee*

Average Monthly Payments: viewed after set up (see additional info)**

Payments online

Account – select account paying by clicking in pay box

Click "pay selected accounts"

Payment Amount – enter amount paying & tab or enter button

Fill out entirely – Card type, card number, expiration month & year, first name, last name, address, zip code & "✓" whether you would like to save credit card in profile

Click "process payment"

Payment Processing page will follow

Print Confirmation page or wait for the **automatically generated e-mail** confirmation

Click "utility billing home" to go back to your account

Your payment will show as "**pending activity**"

Logout

Password change

Access account

Click "member profile"

Click "change"

Type updated information

Click "save changes"

* Utility Billing \$2.00 Card Processing Fee & \$1.25 Online Payment Processing Fee; Court \$5.00 Card Processing Fee & 1.50 Online Payment Processing Fee; These fees are incurred by the City of Eagle Point and passed onto the user.

** To qualify for average monthly payment you must have lived at current address for 1 year with good payment history.