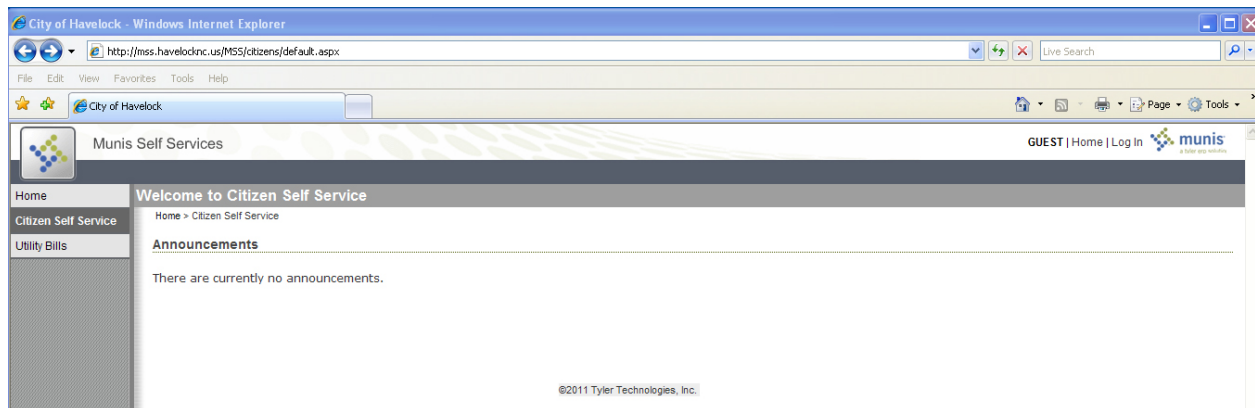


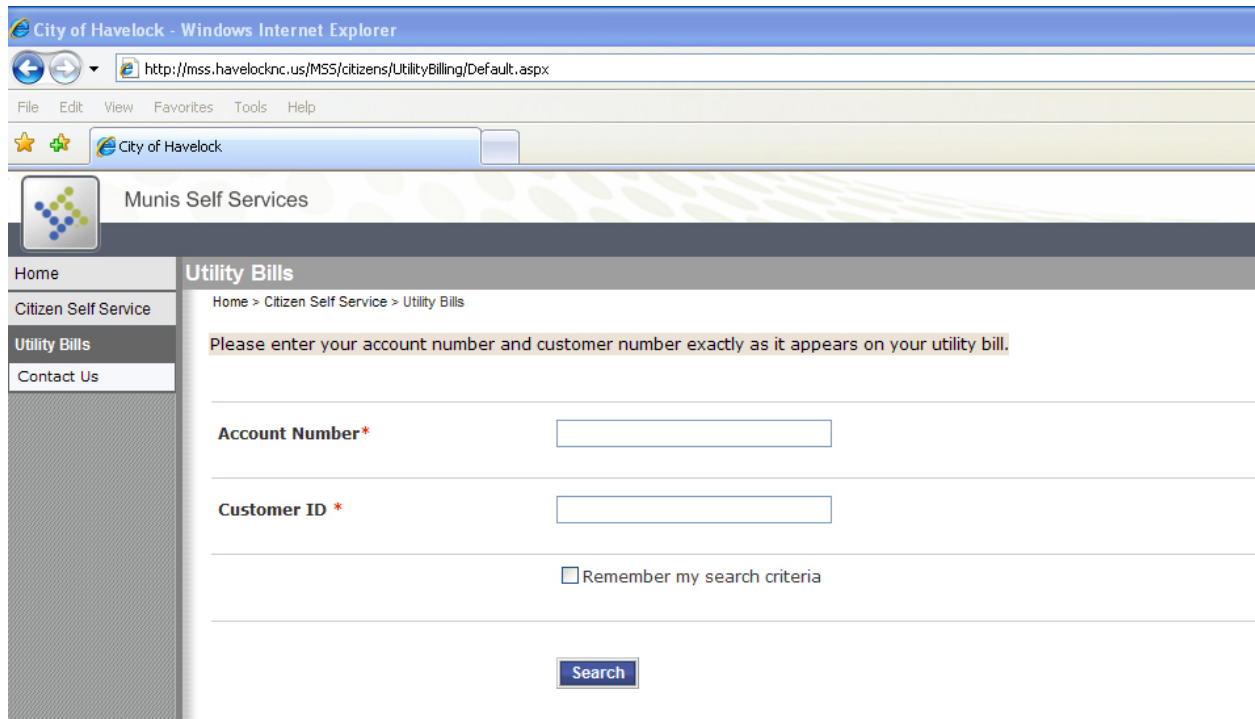
City of Havelock

Online Utility Billing Payment Instructions

The following document will assist you in paying your water bill online. You can access the payment portion of the website by going to www.HavelockNC.us and clicking on “e-Government” on the left hand menu, or by clicking on “Pay a Bill” under “I Want To...” from the top menu. This will bring you to the front page of the Citizen Self Service section as seen below.



From here click on “Utility Bills” on the left side menu. This will bring you to the search screen to find your account. You can see an image of the screen on the next page.



Here you must enter in your Account Number and your Customer ID exactly as it appears on your bill. See example below. If your Account Number has leading zeros, you must enter them in.

Account Number - Customer Number					
00123 - 12345					
Account Number	Previous Read Date	Current Read Date	Billing Days	Previous Meter Reading	Current Meter Reading

So for the above example you would enter **00123** as your Account Number, and **12345** for your Customer ID.

On the next page you will see your account listed. Click on "Manage Bills" to view your outstanding bills for this account.

Outstanding Bills [Show Past Bills](#) ▼

	Bill	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/>	1157	3/24/2011	\$57.92	\$34.17** Bill Details
				Total Due: \$34.17

select bills you would like to pay now, then click "Pay"

Your current bill will be selected by default. You can click “Bill Details” next to each bill to see the breakdown for the bill. And you can click “Show Past Bills” at the top to view bills that have already been paid. **PLEASE NOTE:** You will not be able to view past bills from our old system. If you need to view those bills, please contact customer service. When you are ready to pay your bill, click “Pay” at the bottom.

On the next screen you will have to select your payment method. We only offer the ability to pay by credit card through the website at this time. The prompts will guide you through the rest of the payment process. Once completed you will receive an email confirmation. You will also be able to view your confirmation number on the confirmation screen.