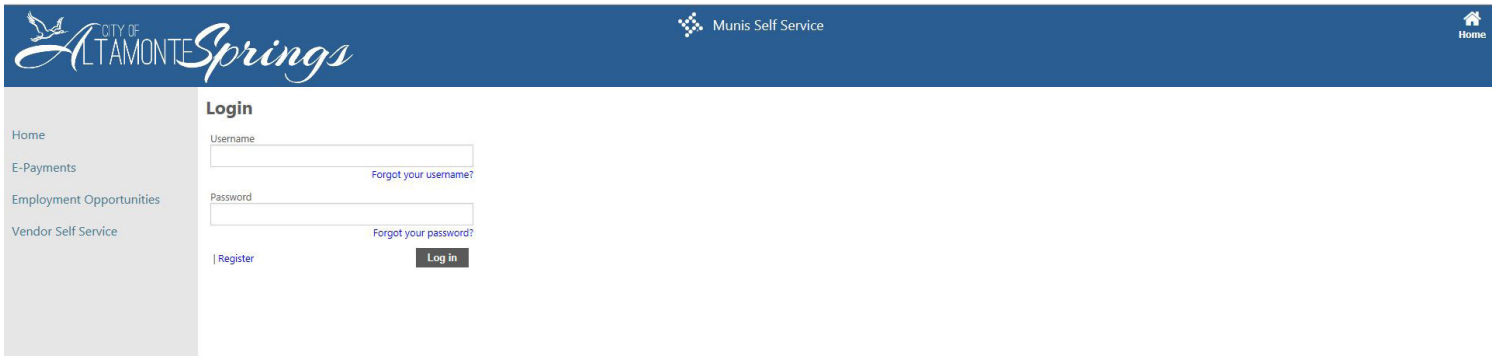
Utility Billing Customer Self Service
Instructions for Making a One-Time Payment

The City has transitioned to a new online utility billing system. Here are detailed instructions to help you make a one-time payment. Go to www.Altamonte.org, click the ePayments button and then Utility Billing to begin.

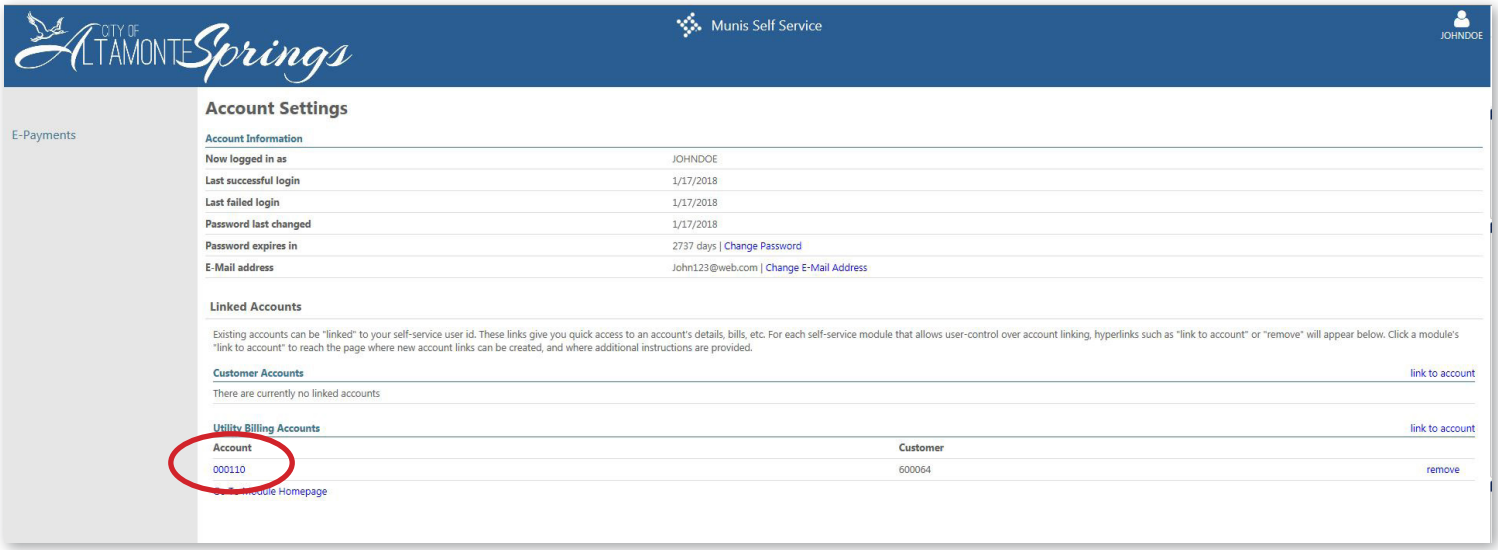
STEP 1: Log In

At the Login screen, enter your username and password.

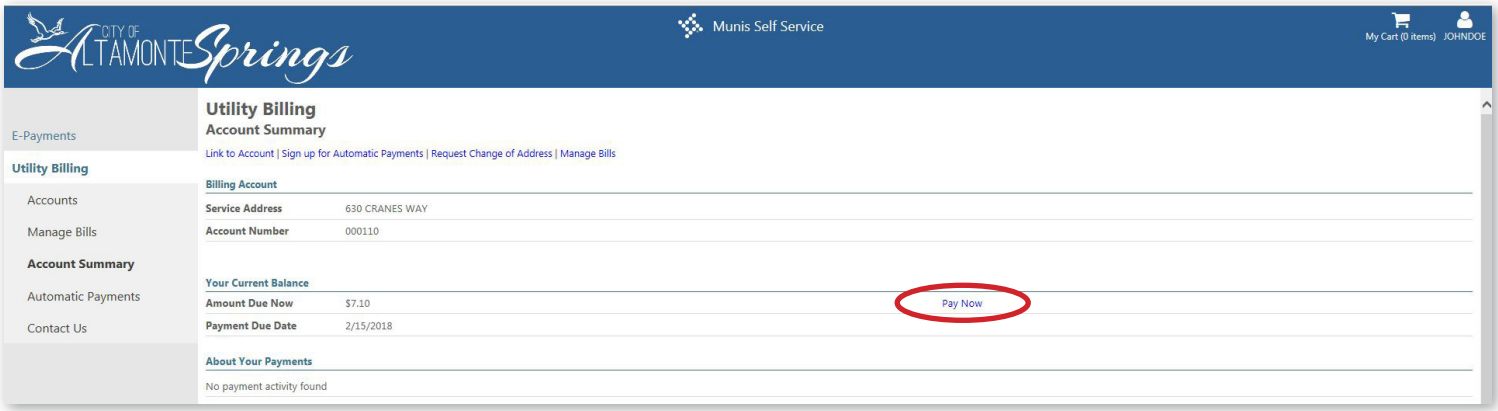


STEP 2: Select Your Account

On the Account Settings page, select the account you wish to pay.

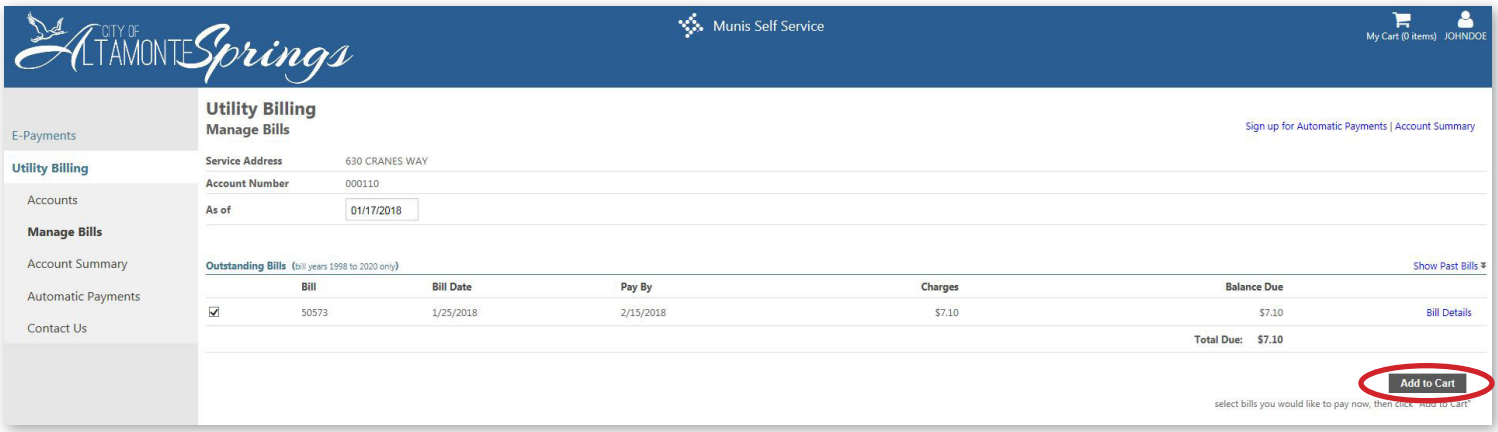


On the Account Summary page, click Pay Now to make a one-time payment.



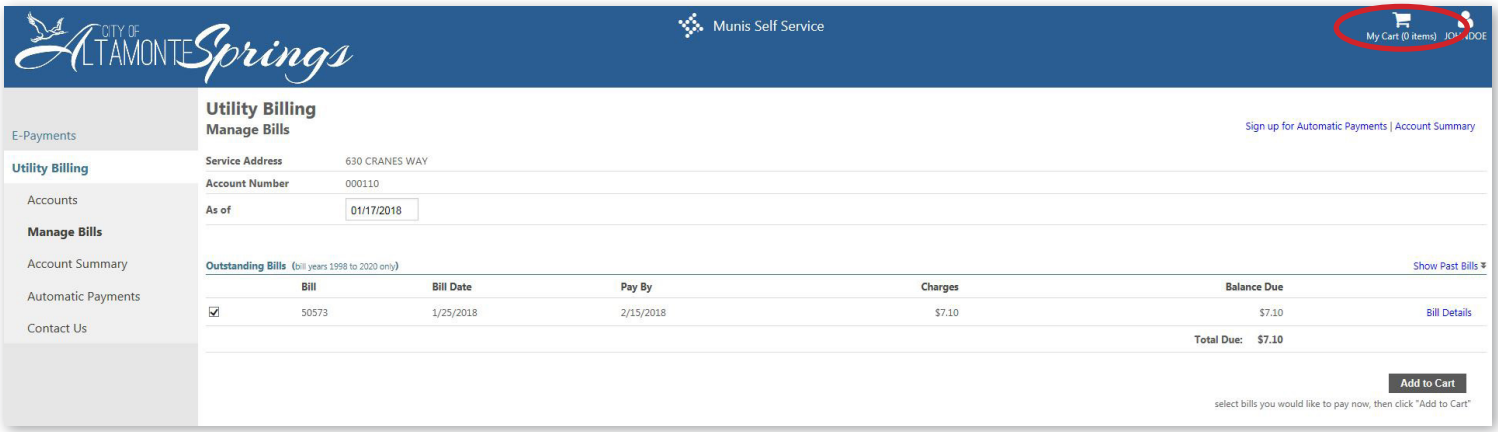
STEP 3: Add to Cart

On the Manage Bills page, click the Add to Cart button. Repeat STEPS 1 and 2 for multiple accounts.

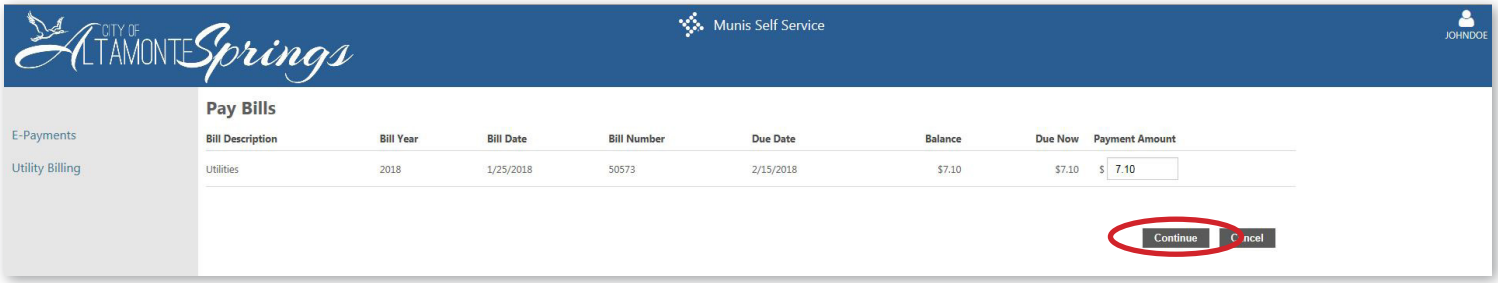


STEP 4: View Cart & Pay

Once all accounts are added to your cart, click My Cart at the top of the screen.

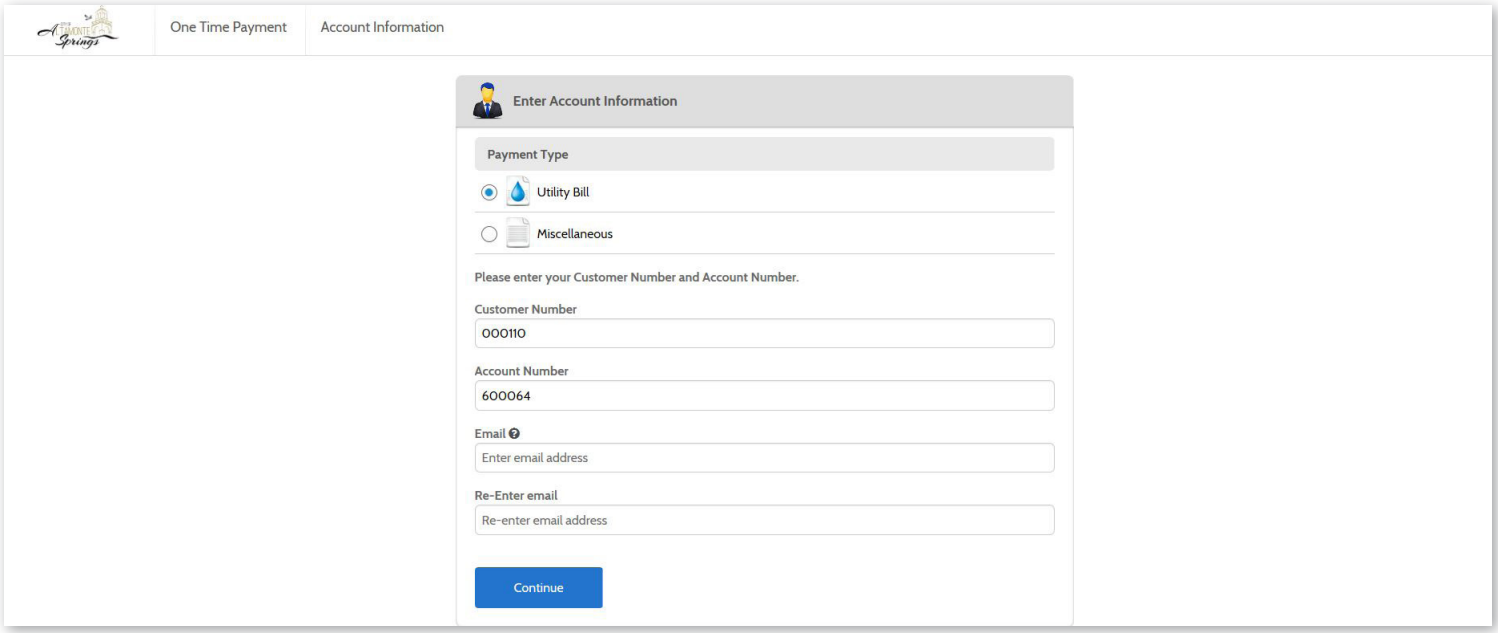


Click the Continue button to checkout.



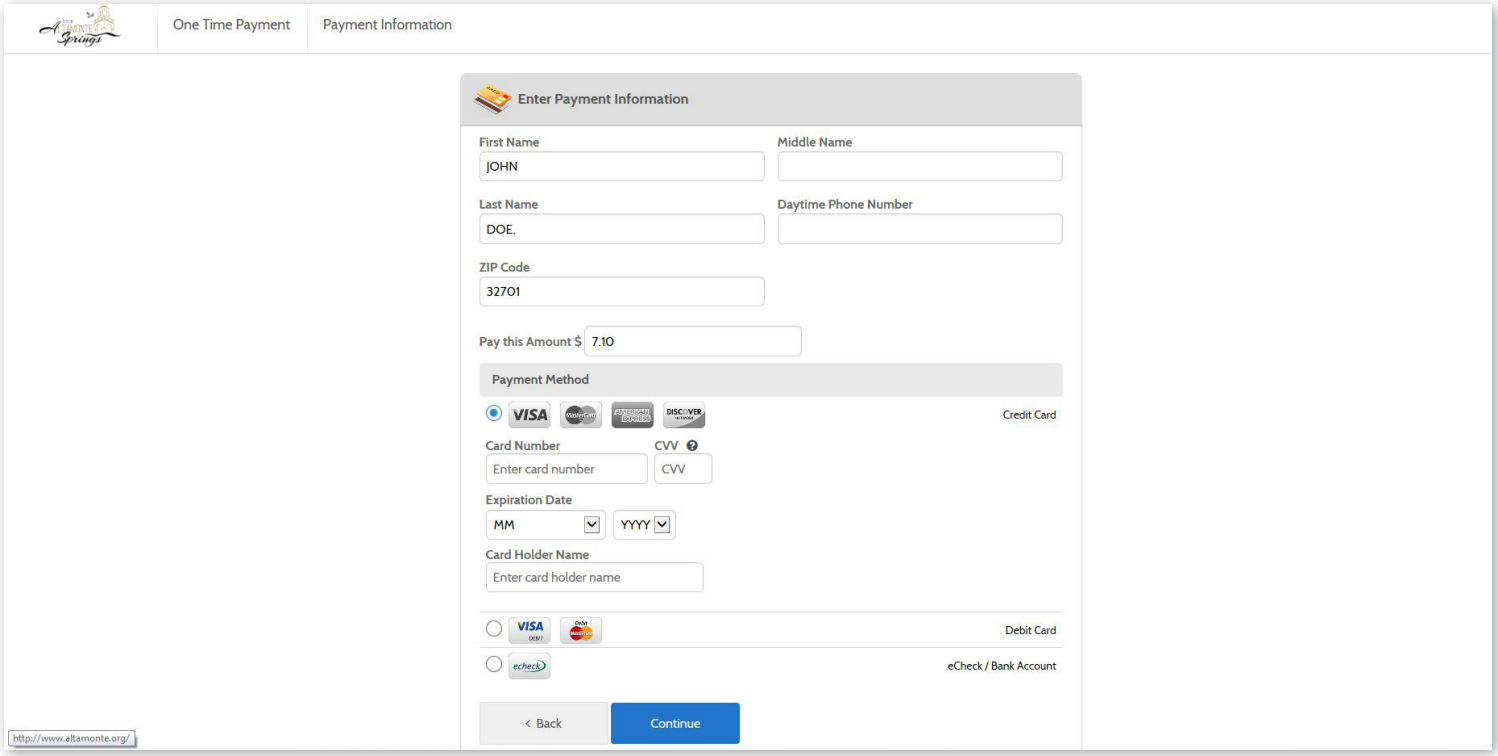
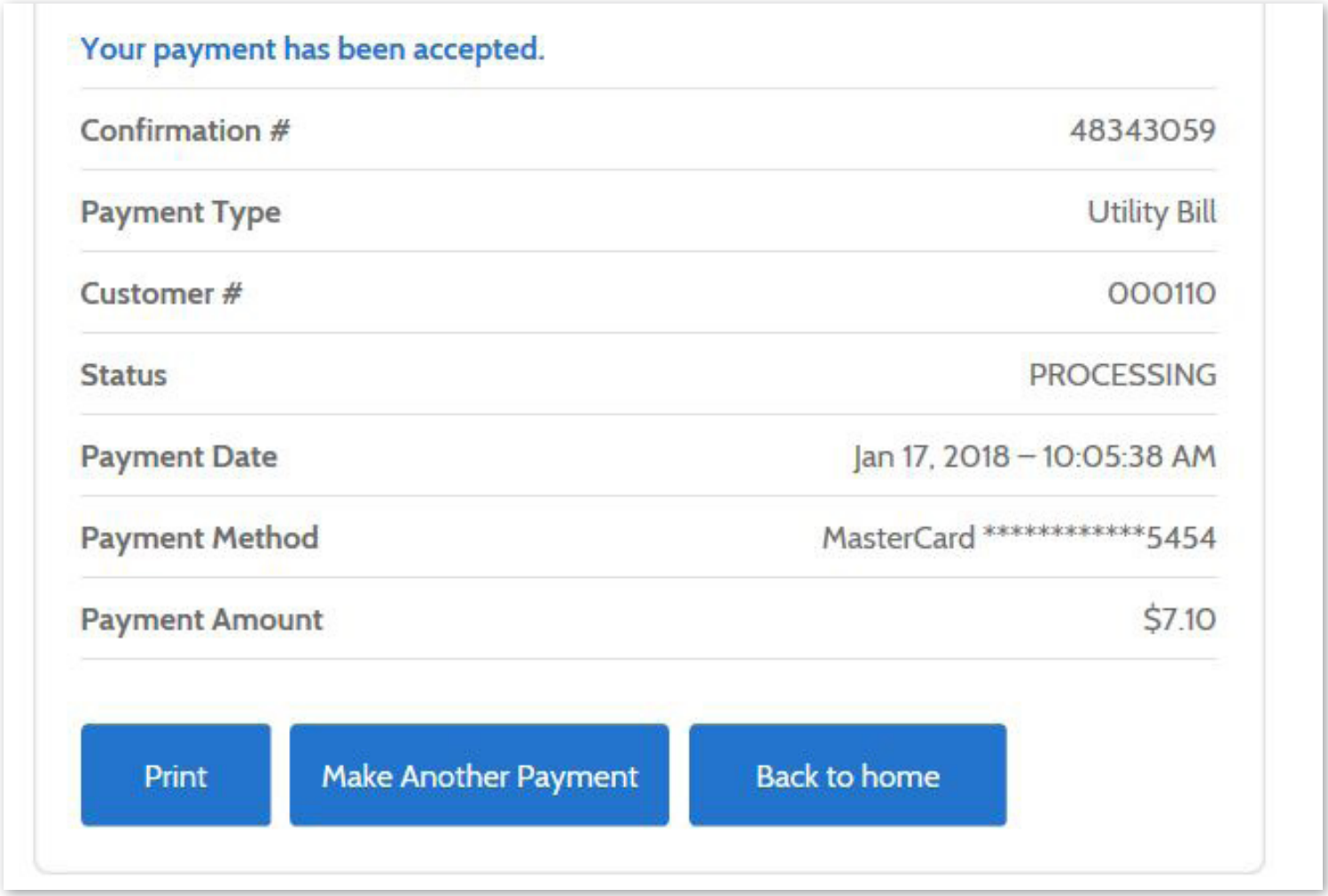
STEP 5: Enter Account Information

Select the Utility Bill payment type, then enter your Customer Number (ID), Account Number (ID) and email address. Click Continue.



STEP 6: Enter Payment Information

Enter name, zip code and payment amount. Select payment type and enter credit card or bank information. Click Continue.



Once the information processes, you will recieve confirmation or receipt of payment. Click the Back to Home button to log out.