

Utility Billing Customer Self Service Instructions for Creating Your New Account

The City has transitioned to a new online utility billing system. All online customers need to set up a new account. Here are detailed instructions to help you get set up. Go to www.Altamonte.org, click the ePayments button and then Utility Billing to begin.

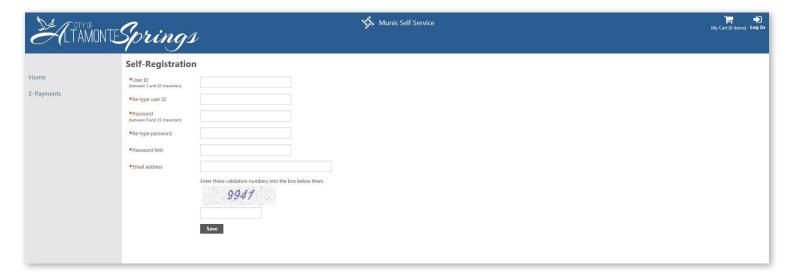
STEP 1: Register

At the Login screen, click the Register link.

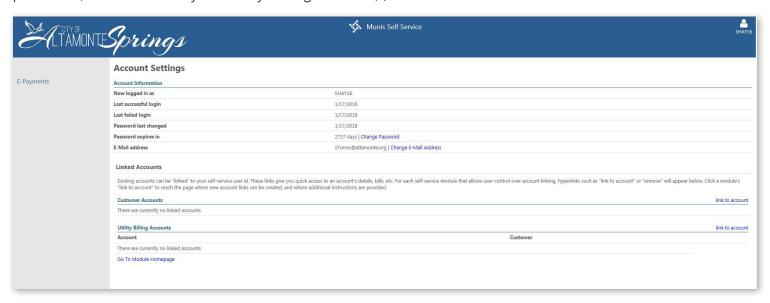


STEP 2: Enter Your Information

Create a User ID and password for your account. Then enter your email and validation code. Next, click the "Save" button.

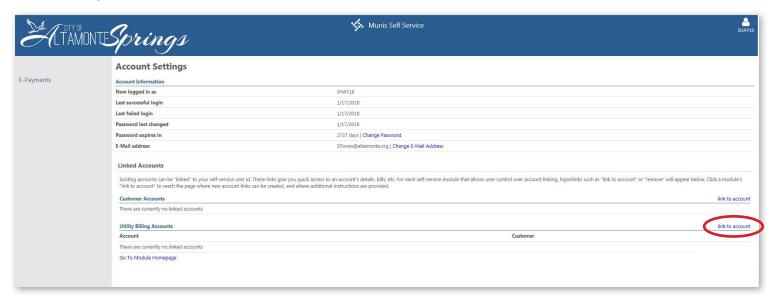


When your information is saved, the Account Settings screen appears. Here you can change your password, email and link your utility billing account(s).



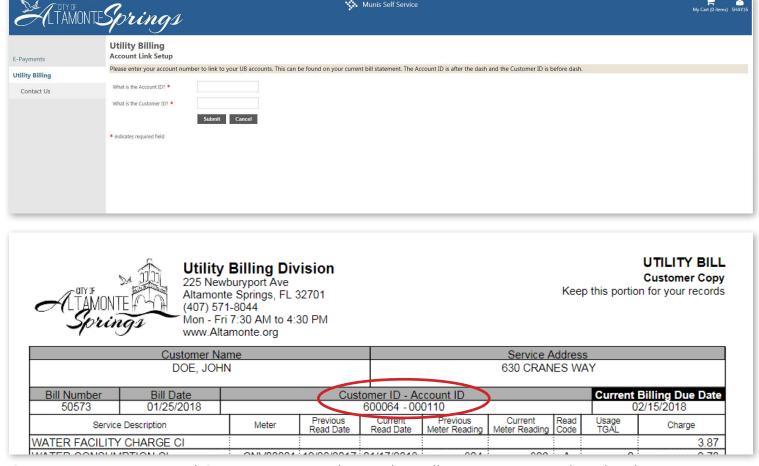
STEP 3: Linking Your Utility Billing Account

To connect your account, click "Link to Account."

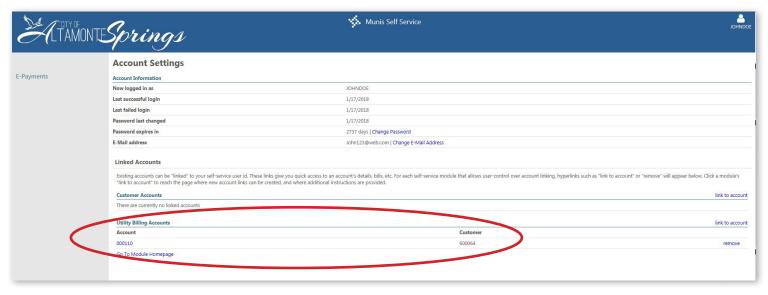


Enter your Account ID and Customer ID. These numbers are located at the top of your billing statement (see an example statement). The Account ID is after the dash, the Customer ID is before the dash. Both have six digits.

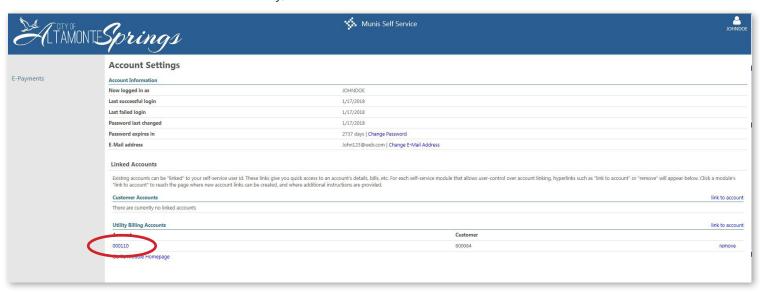
Munis Self Service



Once your Account ID and Customer ID are submitted, you'll see your account listed in the accounts section. Repeat this process if you have multiple accounts.



To view an individual account summary, click on the account number link.



To log out, click the customer name icon in the upper-right hand corner and select "Log Out."

