

Online Utility Bill Payment

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- Pg. 7 Viewing Consumption
- Pg. 8 Viewing Past Bills

Making a Utility Payment:

| HAY | GUEST Home Log In KANSAS |
|----------------------|---|
| Home | Welcome to Citizen Self Service My Cart (0 items) |
| Citizen Self Service | Home > Citizen Self Service |
| Utility Bills | Announcements |
| | Welcome to the City of Hays' Online Bill Pay. Click the "Utility Bills" link to the left to get started. If you are new to our Online Bill Pay, please click the "Resources" link in the upper right corner of this page for bill pay instructions Please have this portion of your bill ready. |
| | City of Hays 1907 Main St. P.O. BOX 400 (785) 528-7300 Account Number Stafe Number 0304/2010 Matter, Sewer, & Sanitation Bill Submer Dig Number Subm |
| | Idialadallaladalladalladallada Total Amount Due |

1. Click on the Utility Bills icon.

| Home | Utility Bills | |
|----------------------|---|--|
| Citizen Self Service | Home > Citizen Self Service > Utility E | Bills |
| Utility Bills | Please enter your Utility Billin | g Account Number and Customer Identification Num |
| Contact Us |] | |
| | Account Number* | |
| | Customer ID * | |
| | - | Remember my search criteria |
| | | Search |

2. Enter Account Number and Customer ID in the space provided and click the search icon. These numbers can be found on your Utility Bill as illustrated below.



Making a Utility Payment - Continue on the next page ...

Overview

| HAY | (S | | | | GUEST Home | Log In |
|------------------------------|--|---------------------|----------------|-------------|---------------------------------|---------------------|
| Home | Utility Bills | | | | | My Cart (0 items) |
| Citizen Self Service | Home > Citizen Self Service > Utility Bill | is > Search Results | | | | |
| Jtility Bills | Search Results | | | | | |
| Contact Us Search Results | Modify Search New Search | | | | | |
| New Search | 1 found | | | | | |
| | Customer Name | Service Address | Account Number | Customer ID | Parcel ID | |
| | CUSTOMER | 1507 Main St. | ##### | #### | 011-111-11-0-10-11-001.00-0-0-0 | Manage Bills |
| | | | Close Up | | | |
| | | | Parcel ID | | | |
| | | | 011-111-11- | 0-10-11-00 | 1.00-0-0-0 | <u>Manaqe Bills</u> |

3. Once your account appears click on the Manage Bills link.

| Overview | | | | |
|----------------------|---------------------------------------|------------------------|--------------------|--|
| HAY | S | | | GUEST Home Log In |
| 11 | KANSAS | | | |
| Home | Utility Billing | | | My Cart (0 items) |
| Citizen Self Service | Home > Citizen Self Service > Utility | / Bills > Manage Bills | | |
| Utility Bills | Manage Bills | | | |
| Manage Bills | Service Address | 1507 Main St. | | |
| Account Details | Account Number | ##### | | |
| Contact Us | | | | |
| Search Results | Outstanding Bills | 124 - 24 | - | Show Past Bills ¥ |
| New Search | Bill | Pay By | Charges | Balance Due |
| | | 8/3/2013 | \$46.90 | \$46.90 <u>Bill Details</u> |
| | | | | Total Due: \$46.90 |
| | | | | Add to Cart |
| | | | | select bills you would like to pay now, then click "Add to Cart" |
| | | | | |
| | | | | |
| Close Up | | | | |
| close op | | | | |
| | | | | |
| Out | tctanding Bil | lc | | Ohani Dalah Dilla 🔻 |
| U u | istanting bi | 15 | | Show Past Bills * |
| | В | ill | Balance Due | • |
| | - | | C 40 00 |) Bill Dataila |
| | 1 1/ | 11111 | \$40.90 | |
| | 1 | | Total Due: \$46.90 | |
| | | | | |
| | | | | |
| | | | | Add to Cart |
| | | | | |
| | | | select bills you w | ould like to pay now, then click "Add to Cart" |
| | | | | |
| | | | | |

4. Click on the check box next to the bill you intend to pay, then click the Add to Cart icon.

| NSAS | | | GUESI HOME L | .og m |
|--|--|---|--|---|
| ility Billing | | | | My Cart (1 item) |
| Home > Citizen Self Service > Utility Bi | lls > Manage Bills | | Utilities 111111 | \$46.90 |
| Manage Bills | | | | Total: \$46.90 |
| 🚽 Utilities 111111 was adde | ed to your shopping cart 🚳 | | Review Cart | Checkout |
| Service Address | 1507 Main St. | | | |
| Account Number | ##### | | | |
| Outstanding Bills | | | | Show Past Bills |
| Bill | Рау Ву | Charges | Balance Due | |
| ☑ 111111 | 8/3/2013 | \$46.90 | \$46.90 Bill Details | |
| | | | Total Due: \$46.90 | |
| | | | | Add to Cart |
| | Ity Billing Home > Citizen Self Service > Utility Bi Manage Bills Utilities 111111 was adde Service Address Account Number Dutstanding Bills Bill 20111111 | Ity Billing Home > Citizen Self Service > Utility Bills > Manage Bills Wanage Bills Utilities 111111 was added to your shopping cart Service Address 1507 Main St. Account Number ###### Dutstanding Bills Bill Pay By I 11111 8/3/2013 | Ity Billing Home > Citizen Self Service > Utility Bills > Manage Bills Image Bills Image Difference Image Difference | Irty Billing Utilities / Manage Bills Wanage Bills Itilities 111111 If Utilities 111111 Review Cart If Utilities 111111 Review Cart If Utilities 111111 Review Cart Service Address 1507 Main St. Account Number ###### Dutstanding Bills Bill Pay By Charges Balance Due Itil 1111 8/3/2013 \$46.90 \$46.90 Itil 1111 8/3/2013 \$46.90 \$46.90 Select bills you would like to pay no select bills you would like to pay no select bills you would like to pay no |

Close Up

| Jtility Billing Home > Citizen Self Service > Utility | Bills > Manage Bills | | My Cart (1 item) |
|--|-------------------------------|------------------|------------------|
| Manage Bills | | Utilities 111111 | \$46.90 |
| 🗹 Utilities 111111 was add | ded to your shopping cart 🛽 🔊 | | Total: \$46.90 |
| Service Address | 1507 Main St. | Review Cart | Checkout |
| Account Number | 11111 | | |

5. When you are ready to pay click on My Cart at the top then click on the Checkout icon.

| Overvie | ?W | | | | | | | |
|----------------------|-----------------------------|----------------------|----------------|---------|---------|------------------|---------------|--------------|
| HAY | YS KANSAS | | | | | | GUE ST Home | Log In |
| Home | Pay Bills | | | | | | | |
| Citizen Self Service | Home > Citizen Self Service | Payment > Shopping C | Cart Check Out | | | | | |
| Utility Bills | Step 1 of 4: Paymen | t amount | | | | | | Step 1 2 3 4 |
| | Bill Description | Bill Year | Bill Number | Balance | Due No | w Payment Amount | | |
| | Utilities | 2013 | 111111 | \$46.90 | \$46.9 | 0 \$ 46.90 | | |
| | | | | Close | lln | | Continue | |
| | | | | Ciose | οp | | | |
| | | | | | | | | |
| <i>c</i> | | | | Due N | low Pa | yment Amount | | |
| 6. Ver | rify the paymen | it amount | you wish to | \$46 | 5.90 \$ | 46.90 | | |
| ma | ke. Tou may ch | ange the a | | | | | | |
| to p | pay in the paym | nent amou | nt box. Then | | | | | |

Continue

click the Continue icon.

Overview GUEST | Home | Log In Α INSAS Citizen Self Service Home > Citizen Self Service > Payment > Shopping Cart Check Out Utility Bills Step 2 of 4: Please enter the payment information Step 1 2 3 4 Enter the details needed to process this payment. Credit card Master Card 💌 Card type Card number Card ID (CVV) number Where is this? 1 💌 2013 💌 Expiration date Continue

Close Up

| Credit card | |
|----------------------|----------------|
| Card type | Master Card |
| Card number | |
| Card ID (CVV) number | Where is this? |
| Expiration date | 1 💌 2013 💌 |
| | |
| | |
| | Continue |

7. Enter your credit card information and click the Continue icon.

| Overview | | | |
|----------------------|--|--|-----------------------|
| HAY | S KANSAS | | GUEST Home Log In |
| Home | Pay Bills | | |
| Citizen Self Service | Home > Citizen Self Service > Payment > Sh | opping Cart Check Out | |
| Utility Bills | Step 3 of 4: Billing address | | Step 1 2 3 4 |
| | Please enter your billing informati | on exactly as it appears on your credit card or bank statement. | |
| | First name | | |
| | Last name | | |
| | Address line 1 | | |
| | Address line 2 | | |
| | City | | |
| | State two letter abbreviation | | |
| | Zip code | | |
| | Contact phone number | | |
| | E-Mail for your e-mail confirmation | | |
| | | Remember my information on this computer | |
| | | Continue preview your payment | |

8. Complete the form above with your billing information, then click the Continue icon.

| ome | Pay Bills | | | |
|--------------------|---|--|----------------|----------|
| tizen Self Service | Home > Citizen Self Service > Payment > | Shopping Cart Check Out | | |
| lity Bills | Step 4 of 4: Review | | | Step 123 |
| | Please review the information b | elow. Make changes if necessary, then submit your paym | ent request. | |
| | | | | |
| | Payment Amount change | Data Now | Davment Amount | |
| | Utilities 111111 | \$46.90 | \$46.90 | |
| | Subtotal | | \$46.90 | |
| | Total | | \$46.90 | |
| | | | | |
| | Payment Method change | | | |
| | Master Card | | | |
| | Billing Address change | | | |
| | Name | Customer | | |
| | Address | 1507 Main St | | |
| | | HAYS, KS, 67601 | | |
| | Phone Number | 7856501111 | | |
| | | E 105 | | |

9. Verify the information displayed is correct then click on the Submit icon.

| -AY | S | | | GUEST Home Log In |
|----------------|---|--|------------------|-----------------------|
| ne | Pay Bills | | | |
| en Self Senace | Home > Citizen Self Service > Payment > S | hopping Cart Check Out | | |
| ly Bills | Your payment has been succ Your Confirmation Number is Your Authorization Code is 1 | essfully processed 111111111 1111Z | | |
| | Thank you for your payment. You may want to print this page f | Please allow one business day for this to reflect on your for your records. | utility account. | |
| | Bill Description | Due Now | Payment Amount | |
| | Utilities 111111 | \$46.90 | \$46.90 | |
| | Subtotal | | \$46.90 | |
| | Total | | \$46.90 | |
| | Payment Method | | | |
| | Master Card | 11111 | | |
| | Billing Address | | | |
| | Name | Customer | | |
| | Address | 1507 Main St. | | |
| | Address | | | |
| | Address | HAYS, KS, 67601 | | |
| | Phone Number | HAYS, K8, 67601 7856501111 | | |

Close Up



10. A green checkmark with your confirmation number and authorization code will appear. You may print this page for your records.

Viewing Consumption:

Complete steps 1-3 of Making a Utility Payment

- 1. Click on Account Details
- 2. Click on View Consumption

| | S | | | | | | GUEST Home Log In |
|--------------------|--|------------------------|---|--|-----------|--|--|
| | KANSAS Utility Bills | | | | | | My Cart (0 |
| tizen Self Service | Home > Citizen Self Service > Utility Bil | ls ≻ Account Details | | | | | |
| lity Bills | Account Details | | | | | | |
| nage Bills | | | | | | | |
| count Details | Service Address | 1507 Main St. | | | | | |
| count Information | Account Number | ##### | | | | | |
| ntact Us | | | | | | | |
| irch Results | Customer | | | | | | |
| w Search | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | Services | | | | | | |
| | Services Service | | Code | Start Date | Stop Date | Status | Consumption History |
| | Services Service WATER 5/8" RESIDENTIAL INSID | E | Code 158RI | Start Date 6/25/1999 | Stop Date | Status ACTIVE | Consumption History View Consumption |
| | Services Service WATER 5/8" RESIDENTIAL INSID CONSERVATION RATE-RESIDEN | E ICE IN | Code 158RI 2RI | Start Date 6/25/1999 6/25/1999 | Stop Date | Status ACTIVE ACTIVE | Consumption History View Consumption None |
| | Services Service WATER 5/8° RESIDENTIAL INSID CONSERVATION RATE-RESIDEN STATE WATER PROTECTION FEI | E ICE IN E | Code 158RI 2RI 3WF | Start Date 6/25/1999 6/25/1999 6/25/1999 | Stop Date | Status ACTIVE ACTIVE ACTIVE | Consumption History View Consumption None |
| | Services Service WATER 5/8° RESIDENTIAL INSID CONSERVATION RATE-RESIDEN STATE WATER PROTECTION FEI SEWER 5/8° RESIDENTIAL INSID | E ICE IN E | Code 158RI 2RI 3WF 458RI | Start Date 6/25/1999 6/25/1999 6/25/1999 6/25/1999 | Stop Date | Status ACTIVE ACTIVE ACTIVE INACTIVE | Consumption History View Consumption None None None |
| | Services Service WATER 5/8° RESIDENTIAL INSID CONSERVATION RATE-RESIDEN STATE WATER PROTECTION FEI SEWER 5/8° RESIDENTIAL INSID SEWER AVERAGE | E ICE IN E | Code 158RI 2RI 3WF 458RI 458RI 4RF | Start Date 6/25/1999 6/25/1999 6/25/1999 6/25/1999 6/25/1999 | Stop Date | Status ACTIVE ACTIVE ACTIVE INACTIVE ACTIVE | Consumption History View Consumption None None None None |
| | Service Service WATER 5/8° RESIDENTIAL INSID CONSERVATION RATE-RESIDEN STATE WATER PROTECTION FEI SEWER 5/8° RESIDENTIAL INSID SEWER AVERAGE TRASH PICKUP SIN, FAMILY 15.2 | E ICE IN E IE | Code 158RI 2RI 3WF 458RI 458RI 4RF 51200 | Start Date 6/25/1999 6/25/1999 6/25/1999 6/25/1999 6/25/1999 6/25/1999 | Stop Date | Status ACTIVE ACTIVE ACTIVE INACTIVE ACTIVE ACTIVE | Consumption History View Consumption None None None None None None |
| | Service Service WATER 5/8" RESIDENTIAL INSID CONSERVATION RATE-RESIDEN STATE WATER PROTECTION FEI SEWER 5/8" RESIDENTIAL INSID SEWER AVERAGE TRASH PICKUP SIN. FAMILY 15.2 RESIDENTIAL TAX | E ICE IN E IE | Code 158RI 2RI 3WF 458RI 4RF 51200 6R100 | Start Date 6/25/1999 6/25/1999 6/25/1999 6/25/1999 6/25/1999 6/25/1999 | Stop Date | Status ACTIVE ACTIVE ACTIVE INACTIVE ACTIVE ACTIVE INACTIVE | Consumption History View Consumption None None None None None None None No |

Overview of Consumption History

| Citizen Self Service |
|----------------------|
| Utility Bills |
| Manage Bills |
| Account Details |
| Account Information |
| Contact Us |
| Search Results |
| New Search |
| |
| |

Home > Citizen Self Service > Utility Bills > Account Details > Consumption History

| Consumption History | | |
|-------------------------------|------|--------------------|
| WATER 5/8" RESIDENTIAL INSIDE | | Return to Services |
| Read Date | Days | Usage (CU.FT.) |
| 7/8/2013 | 28 | 400 |
| 6/10/2013 | 28 | 700 |
| 5/13/2013 | 35 | 700 |
| 4/8/2013 | 28 | 500 |
| 3/11/2013 | 28 | 500 |
| 2/11/2013 | 28 | 400 |
| 1/14/2013 | 35 | 700 |
| 12/10/2012 | 35 | 600 |
| 11/5/2012 | 28 | 400 |
| 10/8/2012 | 28 | 500 |
| 9/10/2012 | 35 | 600 |
| 8/6/2012 | 28 | 500 |
| 7/9/2012 | 28 | 600 |



Viewing Past Bills:

Complete steps 1-3 of Making a Utility Payment

1. Click show Past Bills

| LIAY | S | | | | GUEST Home Log In |
|---------------------------------|--------------|---------------------------------|-------------------|---------|--|
| Пт | KANSAS | | | | |
| Home | Utility Bill | ling | | | My Cart (0 items) |
| Citizen Self Service | Home > Ci | tizen Self Service > Utility Bi | is > Manage Bills | | |
| Utility Bills | Manage | Bills | | | |
| Manage Bills Account Details | Service A | ddress | 1507 Main St. | | |
| Account Information | Account | Number | ##### | | |
| Contact Us Search Results | Outstan | ding Bills | | | Show Past Bill: |
| New Search | | Bill | Рау Ву | Charges | Balance Due |
| | | 111111 | 8/3/2013 | \$46.90 | \$46.90 Bill Details |
| | | | | | Total Due: \$46.90 |
| | | | | | Add to Car select bills you would like to pay now, then click "Add to C |

2. Past bills can be expanded by clicking bill Details

| HAY | S ANSAS | | GUEST Home Log In |
|---------------------------------|-------------------------|-------------------------------------|--------------------------|
| Home | Utility Billing | | My Cart (0 items) |
| Citizen Self Service | Home > Citizen Self Ser | vice > Utility Bills > Manage Bills | |
| Utility Bills | Manage Bills | | |
| Manage Bills Account Details | Service Address | | |
| Account Information | Account Number | | |
| Contact Us Search Results | Outstanding Bills | | <u>Hide Past Bills</u> ≉ |
| New Search | There are no outstar | nding bills for this account. | |
| | Past Bills | | |
| | Bill | Bill Date | Total Paid |
| | 998715 | 7/11/2013 | \$46.90 Bill Details |
| | 990058 | 6/13/2013 | \$55.38 Bill Details |
| | 981886 | 5/16/2013 | \$55.38 Bill Details |
| | 972464 | 4/11/2013 | \$48.72 Bill Details |
| | 963866 | 3/14/2013 | \$47.83 Bill Details |

Overview of Bill Details

| Home | Utility Bills | | | | | My Cart (0 ite | |
|----------------------|--|---------------------|------------------------|--------|----------------|-------------------------------|-------------------------------------|
| Citizen Self Service | Home > Citizen Self Service > Utility Bills > Manage Bills > Bill Detail | | | | | | |
| Utility Bills | Bill Detail | | | | | | Return to manage |
| Manage Bills | | | | | | | |
| Account Details | 998715 | | | | | | |
| Account Information | Bill Date 7/11/2013 | | | | | | |
| Contact Us | Pay By 8/3/2013 | | | | | | |
| Search Results | | | | | | | Developments and a diversity of the |
| New Search | Description of Observe | Owners the Decision | Describer a Describera | | Arrent Dille d | Deven and the live for a star | Payments and adjustments |
| | Description of Charge | Current Reading | Previous Reading | Usage | Amount Billed | Payments/Adjustments | Amount Due |
| | WATER 5/8" | 85200 | 84800 | 400.00 | \$14.58 | (\$14.58) | \$0.00 |
| | CONSERVATI | 0 | 0 | 0.00 | \$0.00 | \$0.00 | \$0.00 |
| | ST WA FEE | 0 | 0 | 400.00 | \$0.10 | (\$0.10) | \$0.00 |
| | SEWER AVER | 0 | 0 | 0.00 | \$13.40 | (\$13.40) | \$0.00 |
| | SANITATION | 0 | 0 | 0.00 | \$15.20 | (\$15.20) | \$0.00 |
| | STORMWATER | 0 | 0 | 0.00 | \$3.62 | (\$3.62) | \$0.00 |
| | 5% PENALTY | 0 | 0 | 0.00 | \$0.00 | \$0.00 | \$0.00 |
| | SUBTOTAL | | | | \$46.90 | (\$46.90) | \$0.00 |
| | Late Payment Charges | | | | | | \$0.00 |
| | TOTAL DUE | | | | | | \$0.00 |