Utility Billing
Citizen Self-Service Instructions

For information contact
City of Allen Utility Billing at 214.509.4560
Steps to create your new Utility Billing Account

1. Establish your general City of Allen MUNIS Self-Service Account
   
   **Note:** This system is used for multiple self-services (Utility Billing, Permits, etc.). By establishing this account first, you will be able to access other services later.

2. Connect your new self-service account to your Utility Billing Account

3. Select your bill delivery preference

4. Sign up for automatic payments by Electronic Funds Transfer (EFT)/Bank Draft
   
   **OR**

5. Add a credit card for automatic payments/pay once with a credit card
STEP 1

Establish your general City of Allen MUNIS Self-Service Account

Utility Billing Citizen Self-Service Instructions
Establish your general City of Allen MUNIS Self-Service Account by going to:

CityofAllen.org/onlinepayment

Click on Citizen Self Service on the right side of menu below Home
Establish your general City of Allen MUNIS Self-Service Account

On the Login page: Click on **Register** to create a new account
On the Self-Registration page:
1. Create a **User ID** and **Password** for your account (enter both twice for confirmation)
2. Give yourself a **Password Hint**
3. If needed, write down your selected User ID, Password and Password Hint for future use
4. Enter your **Email Address**
5. Enter the **Validation Numbers** shown in the box on this page
6. Click the **Save** button
Establish your general City of Allen MUNIS Self-Service Account

On the Account Settings page:
Here you can change your password, email and connect your self-service account to your Utility Billing Account *(STEP 2)*
STEP 2
Connect your new self-service account to your Utility Billing Account

Utility Billing Citizen Self-Service Instructions
To Connect your Utility Billing Account, click **Link to Account**
1. Enter your **Account ID** and **CID** and click Submit. These numbers are located at the top of your billing statement. See example below.

2. Click **Submit**
On the Account Settings page:
1. Once your Account ID and Customer ID are submitted, you’ll see your account listed under the Utility Billing Accounts section
2. Repeat this process if you have multiple accounts (like a business might have)
3. To view the account summary, click on the Account Number link
On the Account Summary page you can:

- View your bill
- Select your delivery preference (mailed, emailed or both)
- Sign up for automatic payments by electronic funds transfer (EFT) from a bank account
- Enroll in automatic recurring credit card payments
- Pay your bill
STEP 3

Select your bill delivery preference
Select your Monthly Bill Delivery Preference

Click **Bill Delivery Preferences** under the Account Summary heading.
Select your Monthly Bill Delivery Preference

1. Choose your monthly bill delivery preference:
   - Mail (a printed bill will be mailed to your address)
   - Email (a bill will be sent to your email)
   - Mail and Email (both of the above)

2. If choosing Email or Mail and Email, include your email address.

3. Click Update.

NOTE:
If you visit the Custer Transfer Station to drop off excess residential waste, you must show a current paper residential utility bill to enter. If you choose the email only option, you can print your most recent utility bill from this portal or print the most recent bill sent to the email address provided.

Visit CityofAllen.org/DIYtrash for Custer Transfer Station Disposal Information.
After clicking **Update**, a confirmation page will show your delivery preference updated. You may change your delivery preference as you wish in the future.
STEP 4

Sign up for automatic payments by Electronic Funds Transfer (EFT)/Bank Draft

WAIT!
If you prefer to add a credit card for automatic payments
Skip to STEP 5 (page 22)

Utility Billing Citizen Self-Service Instructions
Sign up for automatic payments by Electronic Funds Transfer (EFT)/Bank Draft

Click **Sign up for EFT Automatic Payments** under the Account Summary heading.
Sign up for automatic payments by Electronic Funds Transfer (EFT)/Bank Draft

On the Automatic EFT Payments page:
1. Complete the *Required blocks with your bank information
2. Click Continue
Sign up for automatic payments by Electronic Funds Transfer (EFT)/Bank Draft

1. If everything is correct, click **Submit**
2. Click **Modify** to make corrections
   - You will be taken back to the previous screen. Make your corrections, then click **Continue** again to return to this screen to verify input
3. Click **Submit** when everything is correct

After clicking **Continue**, a review page will show for you to check your information and modify any changes if needed.
4. Sign up for automatic payments by Electronic Funds Transfer (EFT)/Bank Draft

After clicking **Submit**, a confirmation page will show to verify your requests were successfully submitted.

You will be notified by email when your automatic payments have started.
STEP 5

Pay your bill with a credit card and have the choice to enroll in automatic credit card payments
Pay your bill with a credit card and have the choice to enroll in automatic credit card payments.

Account Summary Screen

### Utility Billing
#### Account Summary

<table>
<thead>
<tr>
<th>Service</th>
<th>Code</th>
<th>Start Date</th>
<th>Status</th>
<th>Consumption History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Base Rate</td>
<td>10000</td>
<td>11/1/2019</td>
<td>ACTIVE</td>
<td>None</td>
</tr>
<tr>
<td>Residential Water Consumption</td>
<td>10200</td>
<td>11/1/2019</td>
<td>ACTIVE</td>
<td><a href="#">View Consumption</a></td>
</tr>
<tr>
<td>sewer residential base</td>
<td>20000</td>
<td>11/1/2019</td>
<td>ACTIVE</td>
<td>None</td>
</tr>
<tr>
<td>sewer residential consumption</td>
<td>20500</td>
<td>11/1/2019</td>
<td>ACTIVE</td>
<td>None</td>
</tr>
<tr>
<td>waste services residential</td>
<td>40000</td>
<td>11/1/2019</td>
<td>ACTIVE</td>
<td>None</td>
</tr>
<tr>
<td>MACROSOS waste</td>
<td>50000</td>
<td>11/1/2019</td>
<td>ACTIVE</td>
<td>None</td>
</tr>
<tr>
<td>residential drainage</td>
<td>70000</td>
<td>11/1/2019</td>
<td>ACTIVE</td>
<td>None</td>
</tr>
<tr>
<td>sales tax</td>
<td>84000</td>
<td>11/1/2019</td>
<td>ACTIVE</td>
<td>None</td>
</tr>
</tbody>
</table>

Click [Manage Bills](#) under the Account Summary heading.
Pay your bill with a credit card and have the choice to enroll in automatic credit card payments

Click Pay Now
5 Pay your bill with a credit card and have the choice to enroll in automatic credit card payments.

Click Pay

Note: If more than one bill is due both are selected automatically. You will have a choice to change that on the next page.
Pay your bill with a credit card and have the choice to enroll in automatic credit card payments.

1. You have the option to enroll for Automatic Credit Card Payments on this page by selecting **Enroll**.

2. If you do not want to enroll click **Continue** to make a one-time payment.
5. Pay your bill with a credit card and have the choice to enroll in automatic credit card payments.

On this page you can change the payment amount or pay the amount already populated and click **Continue**
On this page you will input your credit card information.

Please **DO NOT EXIT THE PAGE** until you receive confirmation of payment.
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