

Welcome to the City's online utility account information page.

Read these directions first, then click on this link to view or pay your utility account.

[View & Pay Your Utility Account](#)

VIEW & PAY YOUR BILL:

- Enter your utility account number to access your account. Use format: NN-NNNN-NN. You don't have to insert the hyphens. Now click the "Search" button.
- On the Search Results page, click on your account number.
- The next page will show the sections below:
 - Name & Address Information
 - Additional Record Information – *Click "View Additional Account Information" to see your account history and your usage history chart.*
 - Pay Utility Bill
- If you have an amount due, you will see the you will be able to pay your utility bill with an e-check or a credit card by entering the amount you wish to pay in the "Amount paying" box. The total balance due will automatically show up in the "Amount Paying" box at first. If you wish to change the amount you are paying, you must do so on this page. You will not be able to change it later. Once you have entered the amount you want to pay, click on the "Make Payment" button.
- The next page is where you enter your payment information.
 - Make any necessary changes to the Cardholder Information section which is automatically populated with your utility account information. Please enter your email address to receive an emailed receipt.
 - Select the Payment Method – either "Electronic Check", or "Credit or Debit Card"
 - Now enter your bank account or credit card information.
 - Now click "Continue" to review the information you have entered.
- Verify that all information has been entered correctly. If you need to edit anything, click "Back" to make changes."
- The Terms and Conditions are available for you to review. The City's credit card processing company (Point & Pay LLC) charges a convenience fee to customers who wish to pay by e-check, credit or debit cards. The fee for e-checks is a flat \$3.00 for all amounts up to \$10,000. The fee for credit card processing is 2.75% of the transaction amount, with a minimum fee of \$1.50. This fee goes to Point and Pay for the processing of the credit cards and e-checks. No part of the fee is retained by the City.
- If you do not wish to pay the fee, click on "Cancel Payment." **You may pay your bill with cash, check, your bank's bill pay service, or by automatic ACH debit without incurring any fee.**
- Click on the box to agree to the Terms and Conditions, then click on "Submit Payment."
- The next page is your receipt. You may click on the Print button for a printed receipt. When you are done, click Finished.

WHY A CONVENIENCE FEE?

About 26% of City utility customers have been paying their utility bills by credit card. The City has been absorbing about \$40,000 per year in credit card and other online processing fees. This means that the 74% of customers who pay by cash, check, or other means have been subsidizing the credit card use of the 26% who pay by credit card. Having customers pay the fee directly will help to hold down future utility price increases while more fairly assessing the fees to only those customers who use the credit card payment option.

WHAT ARE THE EXTRA BUTTONS ON THE WEBPAGE?

This website for viewing and paying your utility bills is a partnership with the City of Wilton Manors, BS&A Software, Inc., and Point and Pay, LLC. As an "off the shelf" product, it was not possible to fully customize the page for Wilton Manors. On the left side of the web page you may see sections entitled, "Municipalities" and "Account," each with links. Please ignore these links; they are not relevant to Wilton Manors. We have requested that these links be removed when future updates to the page design are made.