

HOW-TO decipher your new utility bill



Payment methods

Online at www.springhillks.gov
 Phone payments 1 (833) 431-1750
 City Hall drop box
 City Hall, 401 N. Madison St.

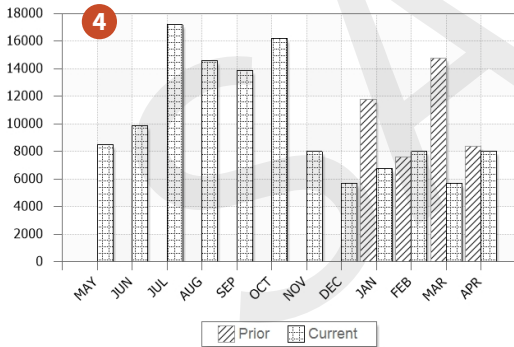
Account Number	AMOUNT DUE
12-3456-78	\$108.62
Due Date	After Due Date Pay
1/8/2019	\$108.62
Account Name	
RESIDENT XYZ	
Service Address	
0000 MAIN ST	
Amount Enclosed	

There will be a \$30 charge on all returned payments.
 Please return this portion with your payment.

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name		Service Address		Account Number		
RESIDENT XYZ		0000 MAIN ST		12-3456-78		
Status	Service Dates 1		# Days	Bill Date 2	Penalty Date 3	Due Date
	From	To				
Active	11/15/2018	12/18/2018	33	12/31/2018	1/16/2019	1/15/2019

PREVIOUS BALANCE	\$108.62
PAYMENTS	(\$108.62)
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00
PAST DUE AMOUNT	\$0.00

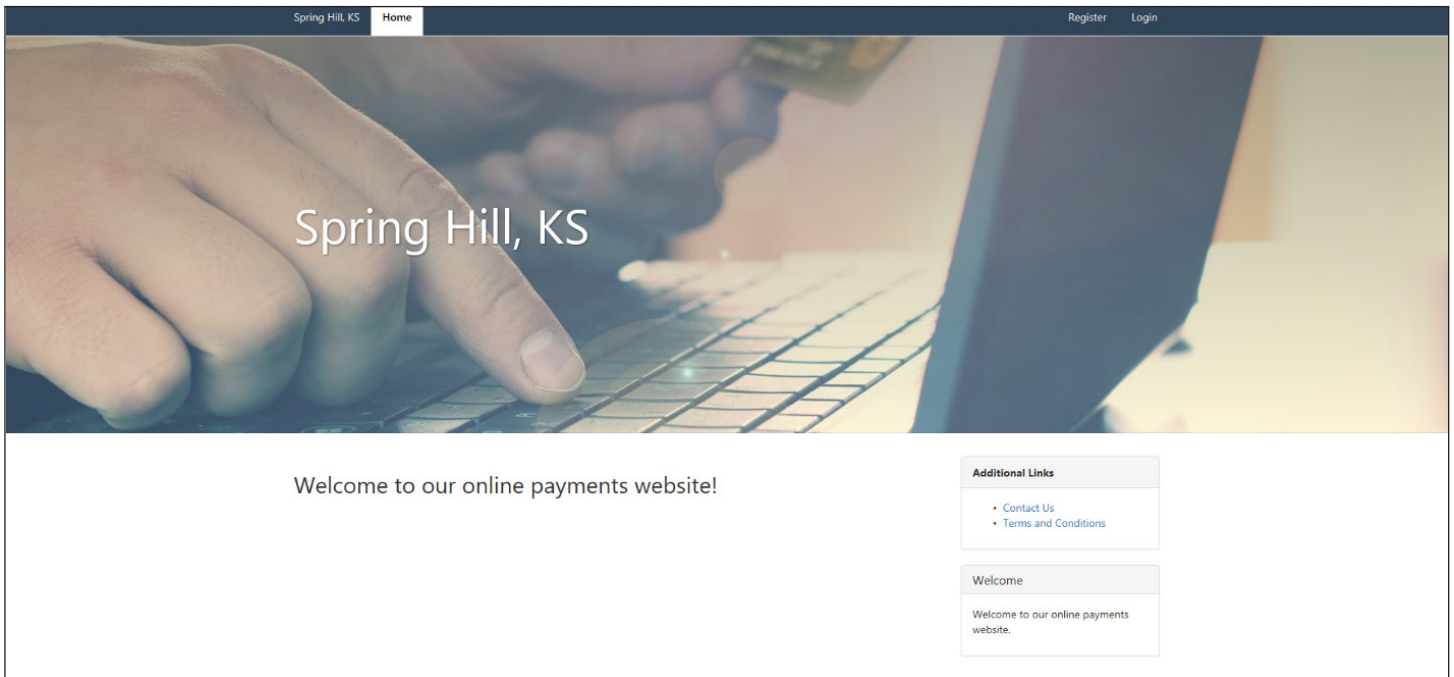


CURRENT READING	16,312	PREVIOUS READING	16,312	USAGE	0
	127,850		127,045		8,050
				WATER CONSUMPTION	0.00
				WATER CONSUMPTION	0.00
				TRASH	108.62
				TAX	\$0.00
				CURRENT BILL	\$108.62
				AMOUNT DUE	\$108.62
				AMOUNT DUE AFTER 1/15/2019	\$108.62

WHAT DOES IT ALL MEAN?

- 1 Service dates** — This indicates the beginning date, ending date and length of the billing cycle
- 2 Bill date** — Date the bill was mailed
- 3 Penalty date** — You have until the 15th of each month to pay your bills. Bills are late on the 16th of each month.
- 4 Graph of your monthly consumption** — How much your consumption changed compared to previous years.
- 5 Payments, adjustments and penalties (NEW!)** — This section shows what you paid in the previous month, any adjustments made or penalties assessed.
- 6 Current bill** — What you are currently charged for your water, sewer or trash.
- 7 Amount due after 1/15/2019** — This is the amount due if you pay your bill late.

HOW-TO pay your new utility bill online



Beginning Feb. 9, you will have to re-establish your web account

1. Go to www.springhillks.gov and click “Payments” on the left side of the screen OR go to www.municipalonlinepayments.com/springhillks
2. Click Register at the top right corner of the page.
3. Enter your email, name, phone number and create a password.
4. Click Create Member.
5. An email will be sent to the address you entered. Find the email and click the link in the email to verify your account.
6. The link will return you to the login page to enter your new credentials.
7. Log in to your account.
8. Once logged in, click the “Add an Account” button.
9. You will need to enter your account number. You can find this number on your utility bill statement.
— Your account number is the same but with dashes. If your account number was 12345678, it is now 12-3456-78.
10. Enter the last payment amount. Find this number in the “Payments” section of your bill statement.
11. After successful completion of steps 9 and 10, you will then be able to manage and pay your utility billing account online.