



Utility Billing Customer Self Service Instructions for Enrolling in Paperless Billing

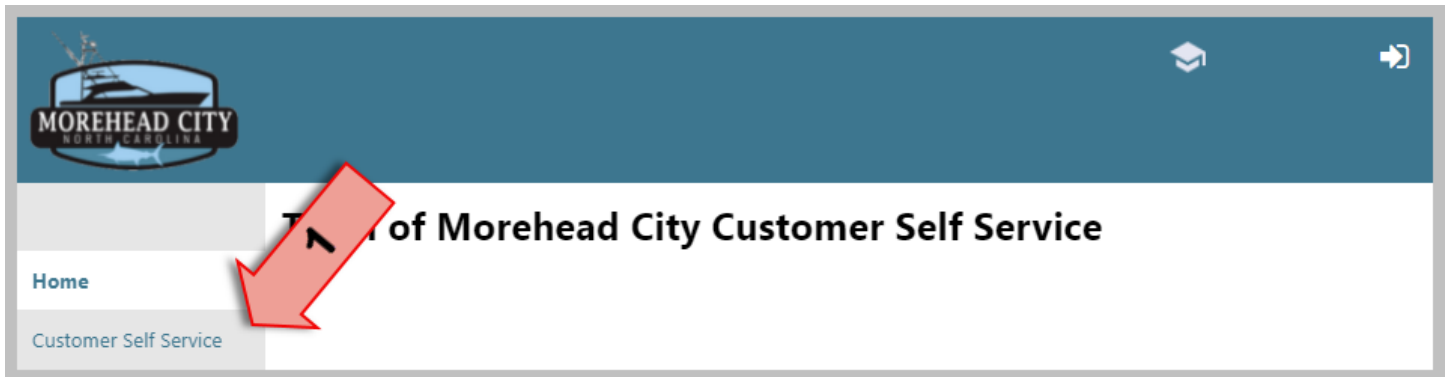
The City has upgraded the existing Customer Self-Service portal. Here are detailed instructions to help you set up recurring payments by bank draft.

First make sure that you have registered on the Customer Self Service portal and linked your utility account. Click [here](#) for the instructions for registering & linking your utility account.

Step 1 Log In:

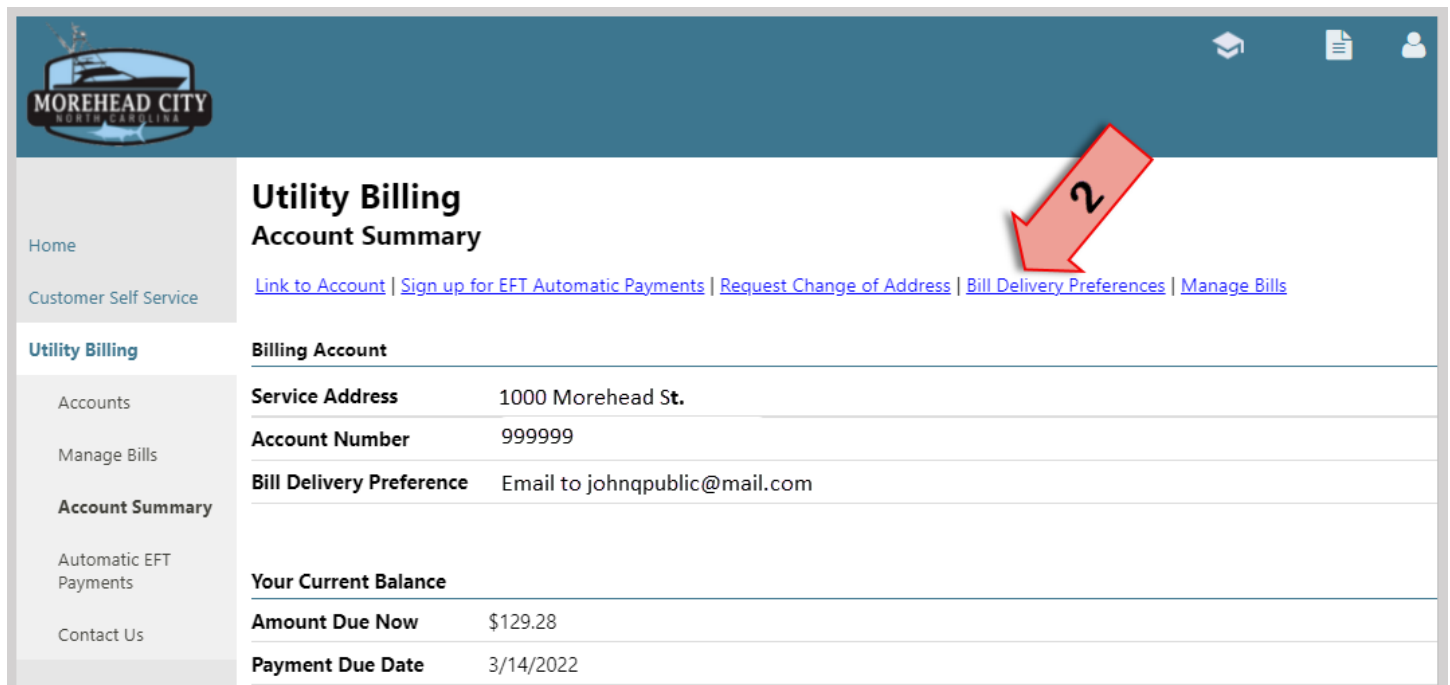
Visit <https://moreheadcitynccitizens.munisselfservice.com>

Click Customer Self Service on the left side of the screen.



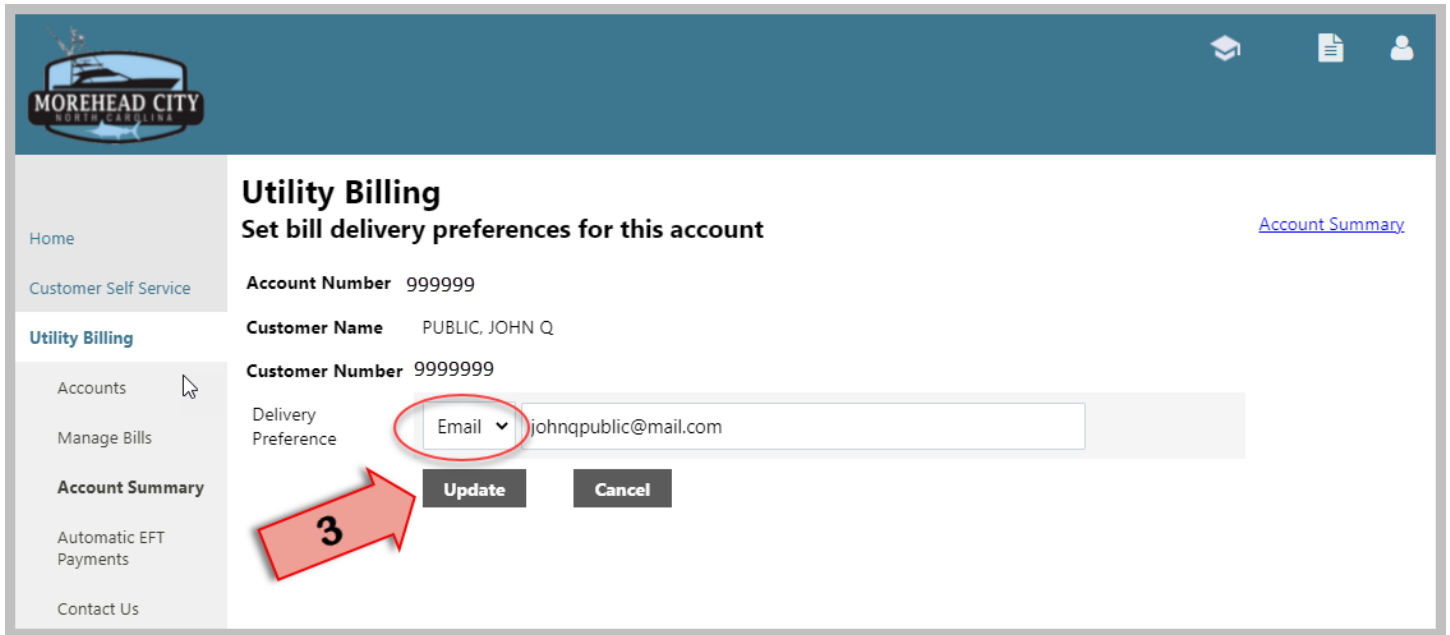
STEP 2: Set Up

From the Account Summary page, Click Bill Delivery Preference at the top.



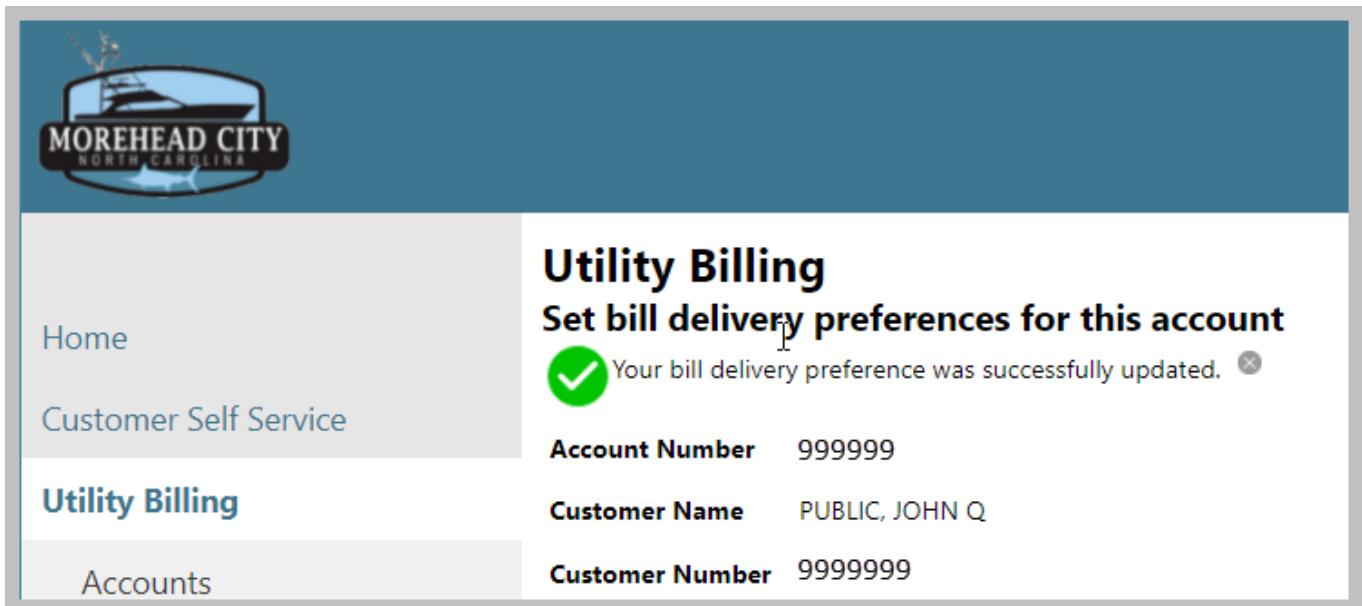
STEP 3: Enter Email Information

Click the drop down next to delivery preference & select Email. Enter your email address and click Update.



The screenshot shows the 'Utility Billing' page for account 999999. The page title is 'Set bill delivery preferences for this account'. The account information is: Account Number 999999, Customer Name PUBLIC, JOHN Q, and Customer Number 9999999. The 'Delivery Preference' dropdown menu is set to 'Email' and the email address 'johnqpublic@mail.com' is entered in the adjacent text field. Below the text field are 'Update' and 'Cancel' buttons. A red arrow with the number '3' points to the 'Email' dropdown menu.

Will receive the following message if change is successful



The screenshot shows the 'Utility Billing' page after a successful update. A green checkmark icon is followed by the message: 'Your bill delivery preference was successfully updated.' Below the message, the account information is repeated: Account Number 999999, Customer Name PUBLIC, JOHN Q, and Customer Number 9999999.