



Utility Billing Customer Self Service Instructions for Making a One Time Payment (Credit Card or E-Check)

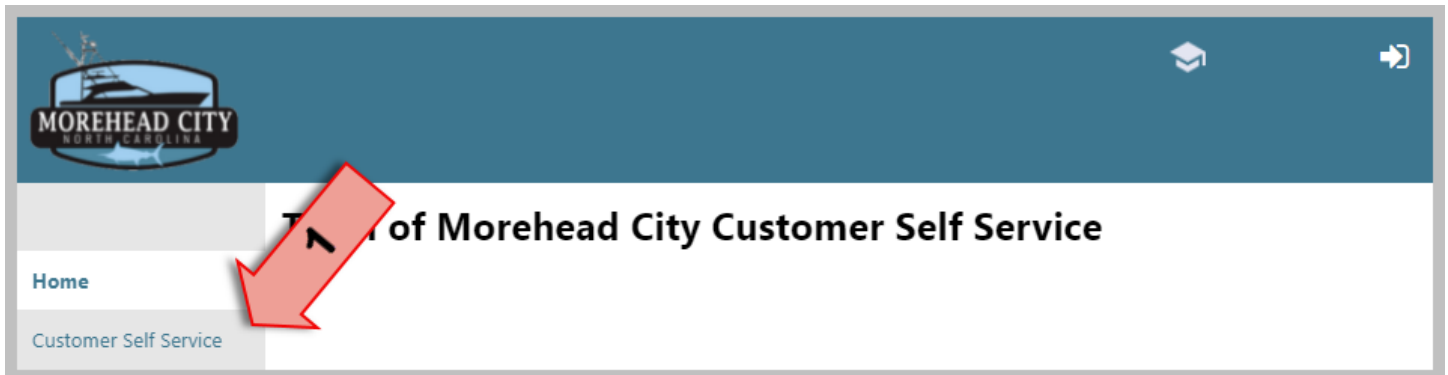
The City has upgraded the existing Customer Self-Service portal. Here are detailed instructions to help you set up recurring payments by bank draft.

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

Step 1 Log In:

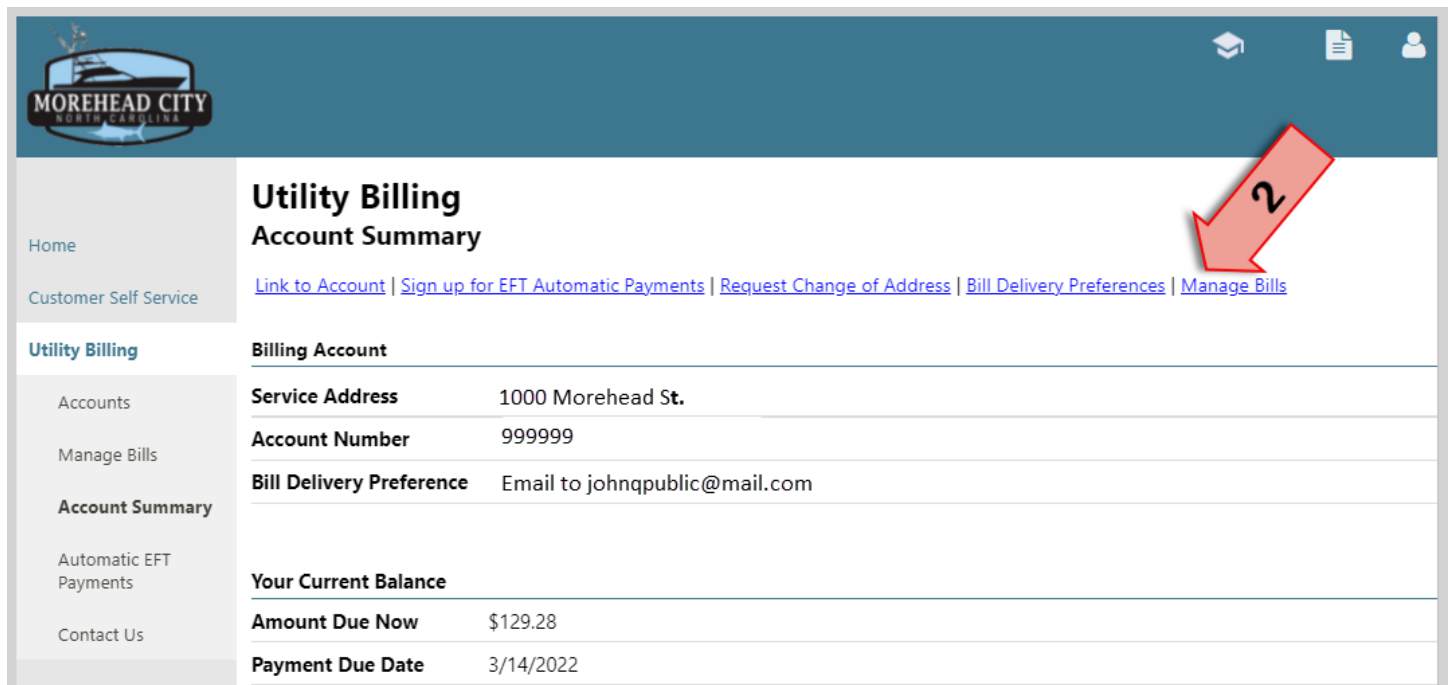
Visit <https://moreheadcitynccitizens.munisselfservice.com>

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



STEP 2: Bill Management

From the Account Summary page, Click Manage Bills at the top or on the left.



STEP 3: Bill Payment

Click the Pay Bill square box to the left of the bill under Outstanding Bills & Click Add to Cart.

Utility Billing
Manage Bills

Service Address: 1000 Morehead St.
Account Number: 9999999
As of: 03/11/2022

• Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills (bill years 2019 to 2024 only) [Show Past Bills](#)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	23392	2/28/2022	3/14/2022	\$129.28	\$3.00	\$129.28**	Bill Details

Total Due: \$129.28

3 [Add to Cart](#)

select bills you would like to pay now, then click "Add to Cart"

STEP 4: Bill Payment

Click on Shopping Cart Icon in upper right corner.

STEP 5: Bill Payment

Click Checkout.

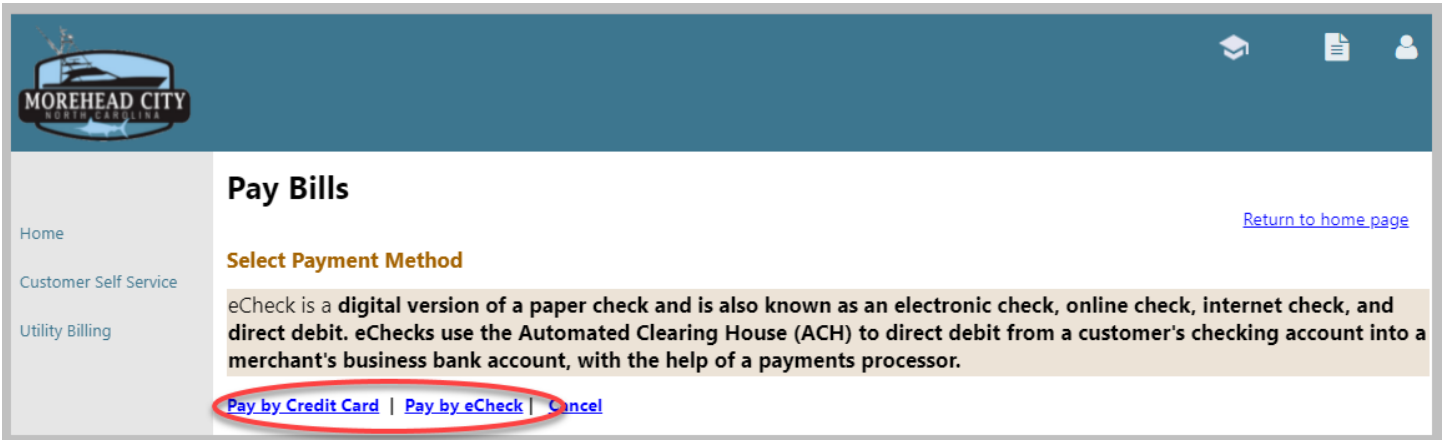
Utilities 23392 \$129.28
Total: \$129.28

[Review Cart](#) [Checkout](#)

5

STEP 6: Bill Payment

Click "Pay by Credit Card" or "Pay by eCheck"



Pay Bills [Return to home page](#)

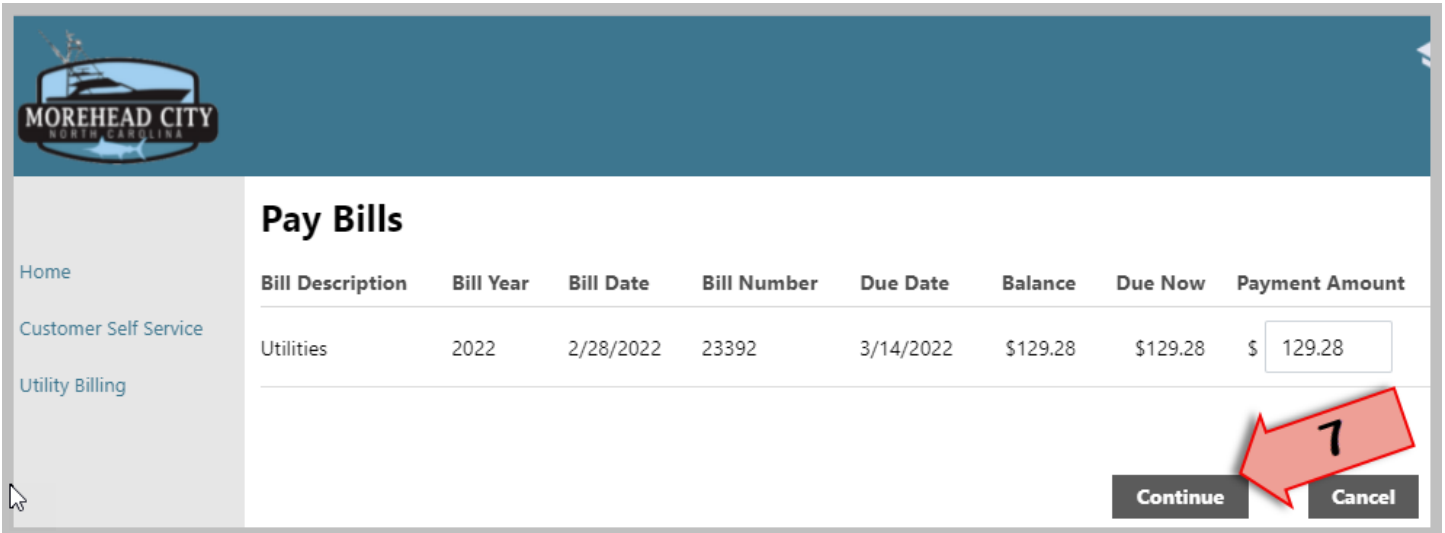
Select Payment Method

eCheck is a digital version of a paper check and is also known as an electronic check, online check, internet check, and direct debit. eChecks use the Automated Clearing House (ACH) to direct debit from a customer's checking account into a merchant's business bank account, with the help of a payments processor.

[Pay by Credit Card](#) | [Pay by eCheck](#) | [Cancel](#)

STEP 7: Bill Payment

Click Continue




Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2022	2/28/2022	23392	3/14/2022	\$129.28	\$129.28	\$ 129.28

[Continue](#) [Cancel](#)

STEP 8: Bill Payment

Enter payment information as per below. Click "I'm not a robot" & then Click Continue. Follow all other prompts on ACI website. **Once complete you will receive the following "Thank you for your payment! A confirmation email will be sent."**



HOME MAKE A PAYMENT VERIFY PAYMENT HELP OFFICIAL EXTRAS ESPAÑOL

Morehead City, Town of, NC
Utilities (Postback)

PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > COMPLETE


Payment Amount


\$ 129 .28

Payment Method

New Card


Card Number Expiration Date Security Code [What is this?](#)



I'm not a robot  reCAPTCHA
Privacy - Terms

[Cancel](#)

Please note you will not be charged until you Submit at end.



This page supports 128-bit SSL encryption as verified by DigiCert.