



Utility Billing Customer Self Service Instructions for Enrolling in or Updating Your Automatic EFT Payments

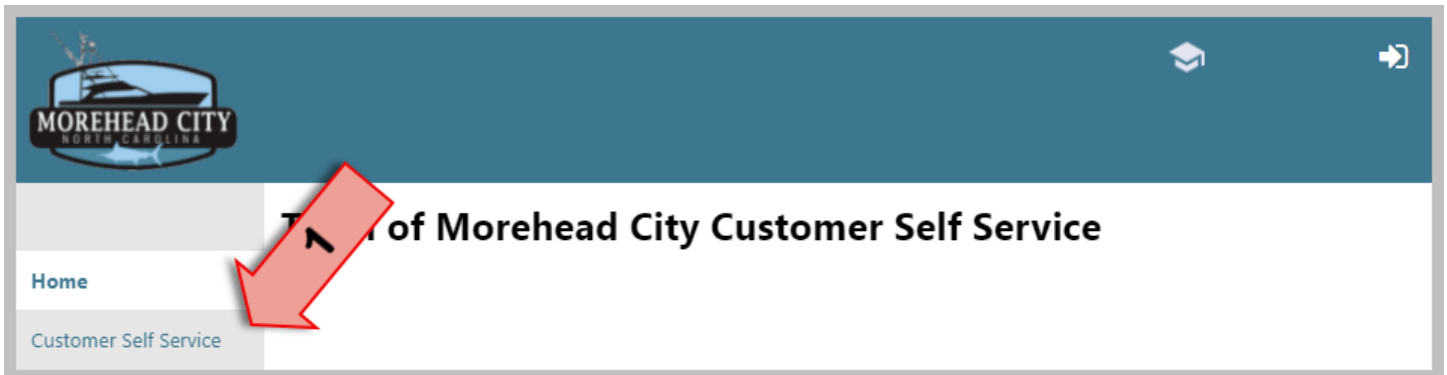
The City has upgraded the existing Customer Self-Service portal. Here are detailed instructions to help you set up recurring payments by bank draft.

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:

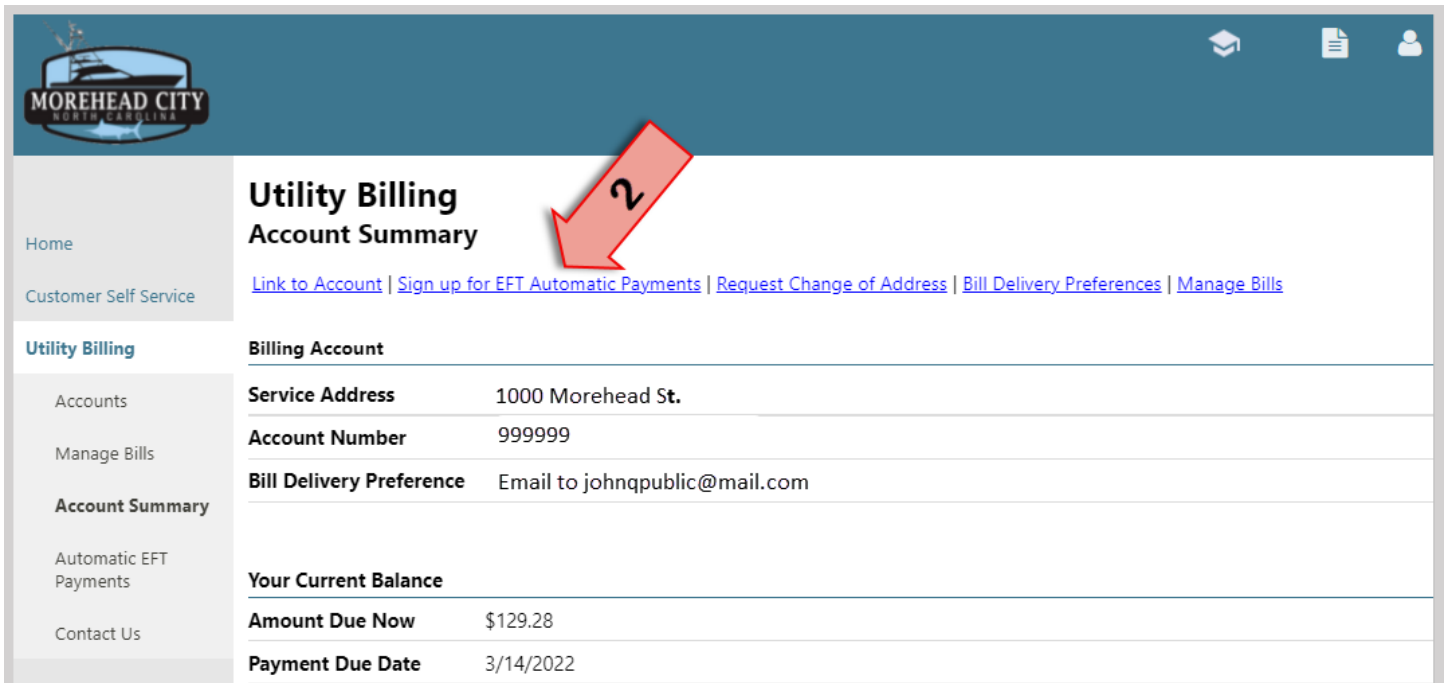
Visit <https://moreheadcitynccitizens.munisselfservice.com>

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



STEP 2: Set Up

From the Account Summary page, click Signup for Automatic Payments at the top or Automatic Payments on the left.



STEP 3: Enter Bank Information

Enter your bank account information and click Continue to go to the Review screen.

EFT Enrollments with correct banking information will be processed the last business day before the 14th of each month.

WARNING!! Your Bank may have more than one Routing Number. Please ensure the Bank Selected matches the Routing Number on your account. Otherwise, the EFT Enrollment will fail.

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Utility Billing

Automatic EFT Payments

To sign up for automatic payments, please complete the form below.

Service Address 1000 Morehead St.

Account Number 999999

Bank name *
For auto-lookup, begin typing a bank name or routing number.

Bank routing number * (9 digits)

Confirm routing number *

Bank phone number *

Bank account number *

Confirm account number *

Bank account type * Checking Savings

Name on bank statement *

Phone number on bank statement *

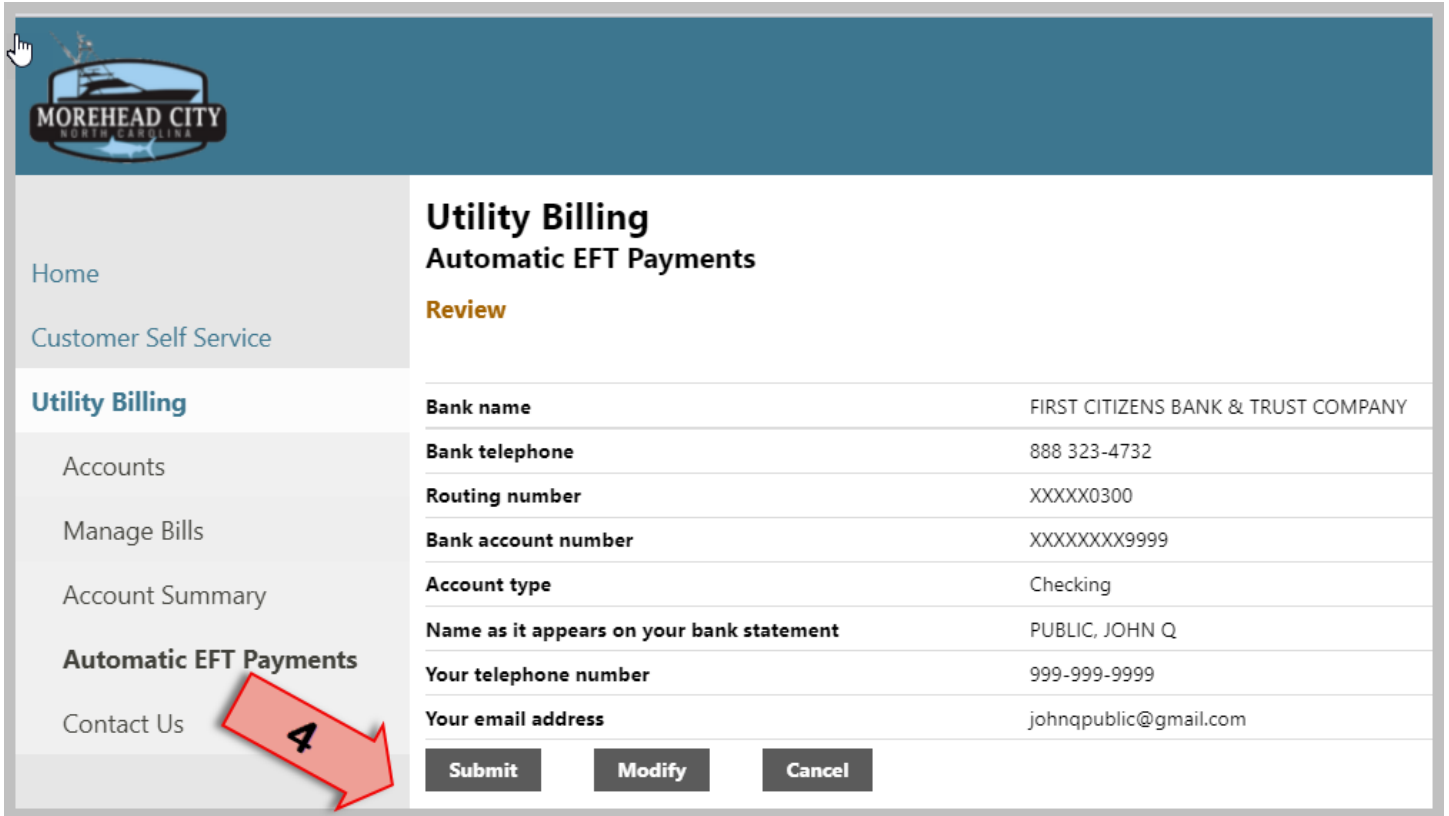
Email address on bank statement *

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* indicates required values.

STEP 4: Review Information & Submit

Review your information carefully. If correct, click Submit. (Click Modify to make changes).



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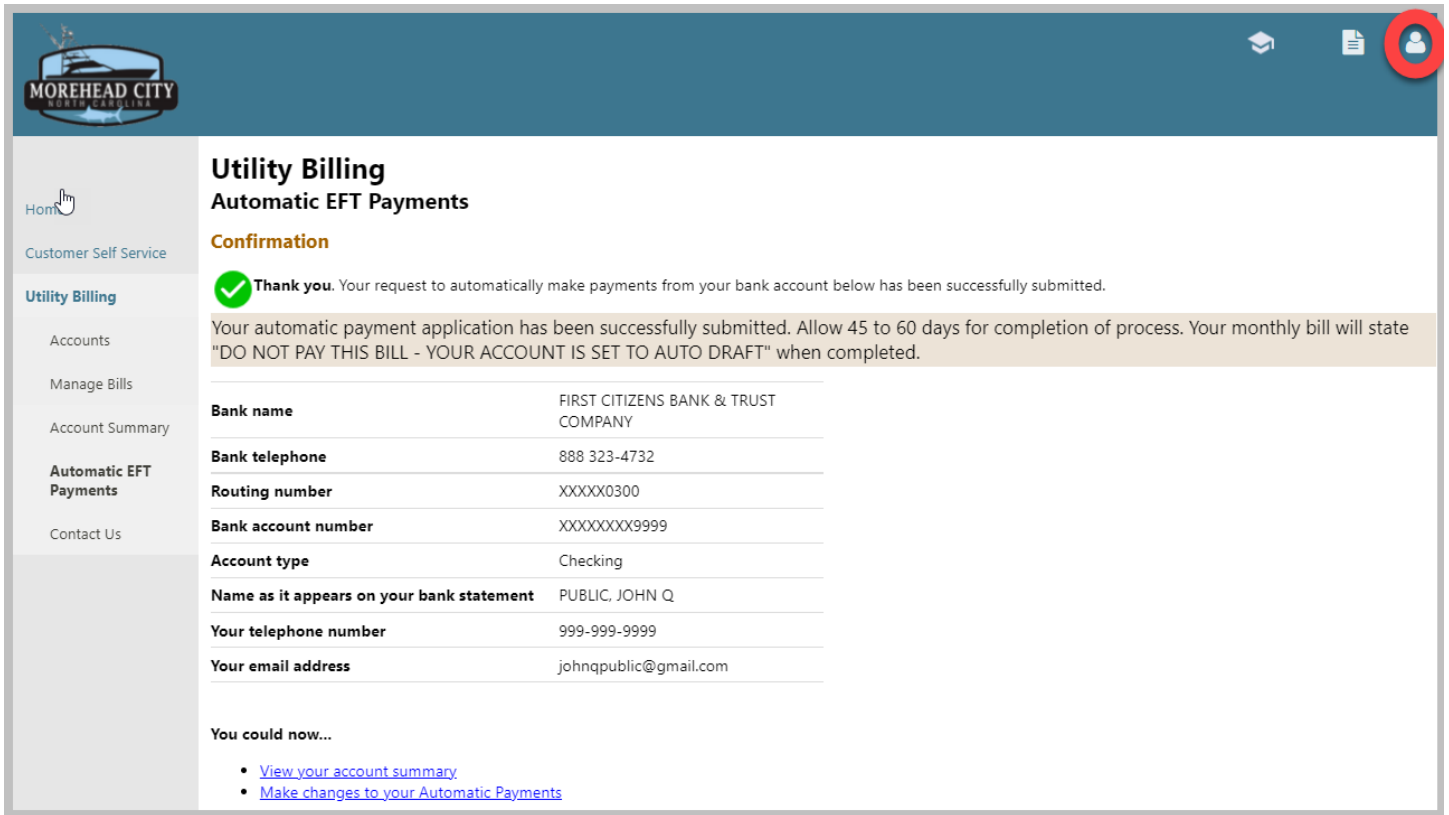
Utility Billing Automatic EFT Payments

Review

Bank name	FIRST CITIZENS BANK & TRUST COMPANY
Bank telephone	888 323-4732
Routing number	XXXXX0300
Bank account number	XXXXXXXX9999
Account type	Checking
Name as it appears on your bank statement	PUBLIC, JOHN Q
Your telephone number	999-999-9999
Your email address	johnqpublic@gmail.com

Submit **Modify** **Cancel**

Once you get to the Confirmation screen you are complete & enrolled. To log out, click the customer icon in the upper-right hand corner.



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Confirmation

 **Thank you.** Your request to automatically make payments from your bank account below has been successfully submitted.

Your automatic payment application has been successfully submitted. Allow 45 to 60 days for completion of process. Your monthly bill will state "DO NOT PAY THIS BILL - YOUR ACCOUNT IS SET TO AUTO DRAFT" when completed.

Bank name	FIRST CITIZENS BANK & TRUST COMPANY
Bank telephone	888 323-4732
Routing number	XXXXX0300
Bank account number	XXXXXXXX9999
Account type	Checking
Name as it appears on your bank statement	PUBLIC, JOHN Q
Your telephone number	999-999-9999
Your email address	johnqpublic@gmail.com

You could now...

- [View your account summary](#)
- [Make changes to your Automatic Payments](#)

