



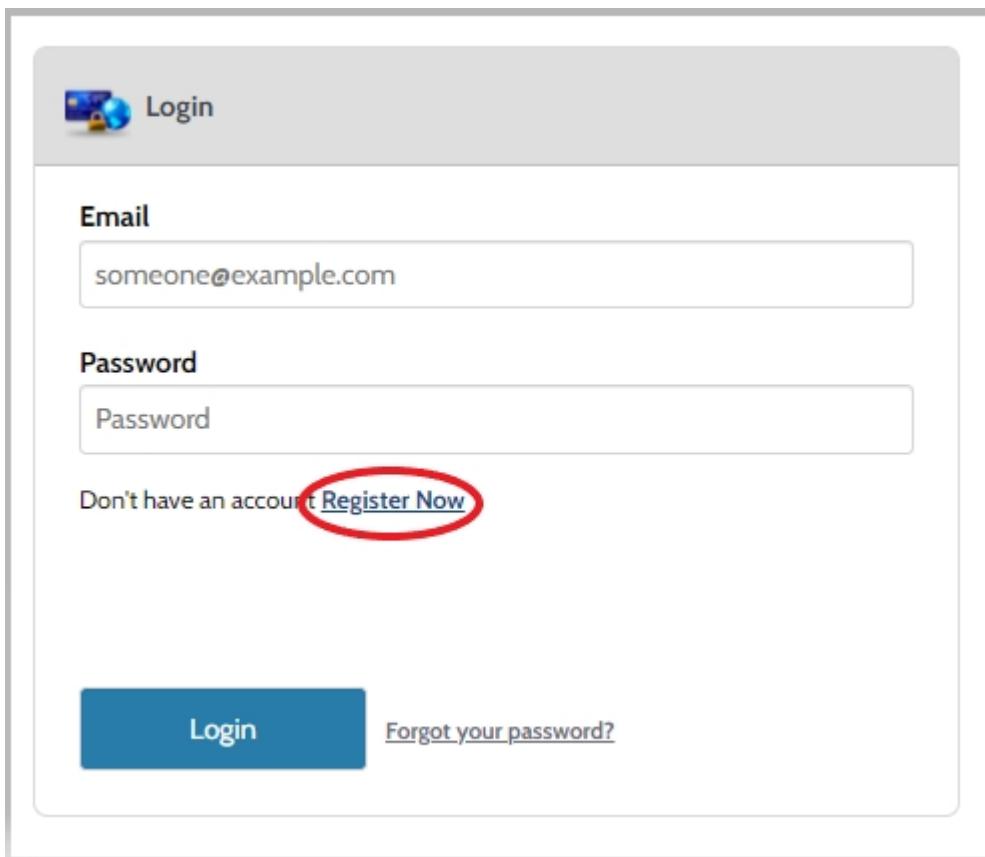
## UTILITY BILLING

### SETTING UP CREDIT CARD AUTOPAY

The City has transitioned to a new online utility billing system. Customers who wish to set up recurring payments with a credit or debit card must register through our autopay vendor, Paymentus. Here are detailed instructions to help you set up recurring payments by credit card. Go to [www.minotnd.org/billpay](http://www.minotnd.org/billpay) and click 'Link credit card for recurring payments' to begin.

#### **Step 1: Register**

At the login screen, click the Register Now link.

A screenshot of a web-based login interface. At the top left is a "Login" button with a credit card icon. Below it is a "Email" field containing "someone@example.com". Underneath is a "Password" field. At the bottom of the form, the text "Don't have an account" is followed by a blue, underlined "Register Now" link, which is circled in red. At the very bottom are a "Login" button and a "Forgot your password?" link.

Fill in your account information then click Enroll.

Please enter all of the information below

**New Account Information**

**Email Address**

Passwords must meet the following requirements:

- must be at least 10 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric and special characters are allowed

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

**Password**

**Re-enter password**

**First Name**

**Last Name**

**Phone Number**

**ZIP Code:**

**Security Question 1**

**Security Answer 1**

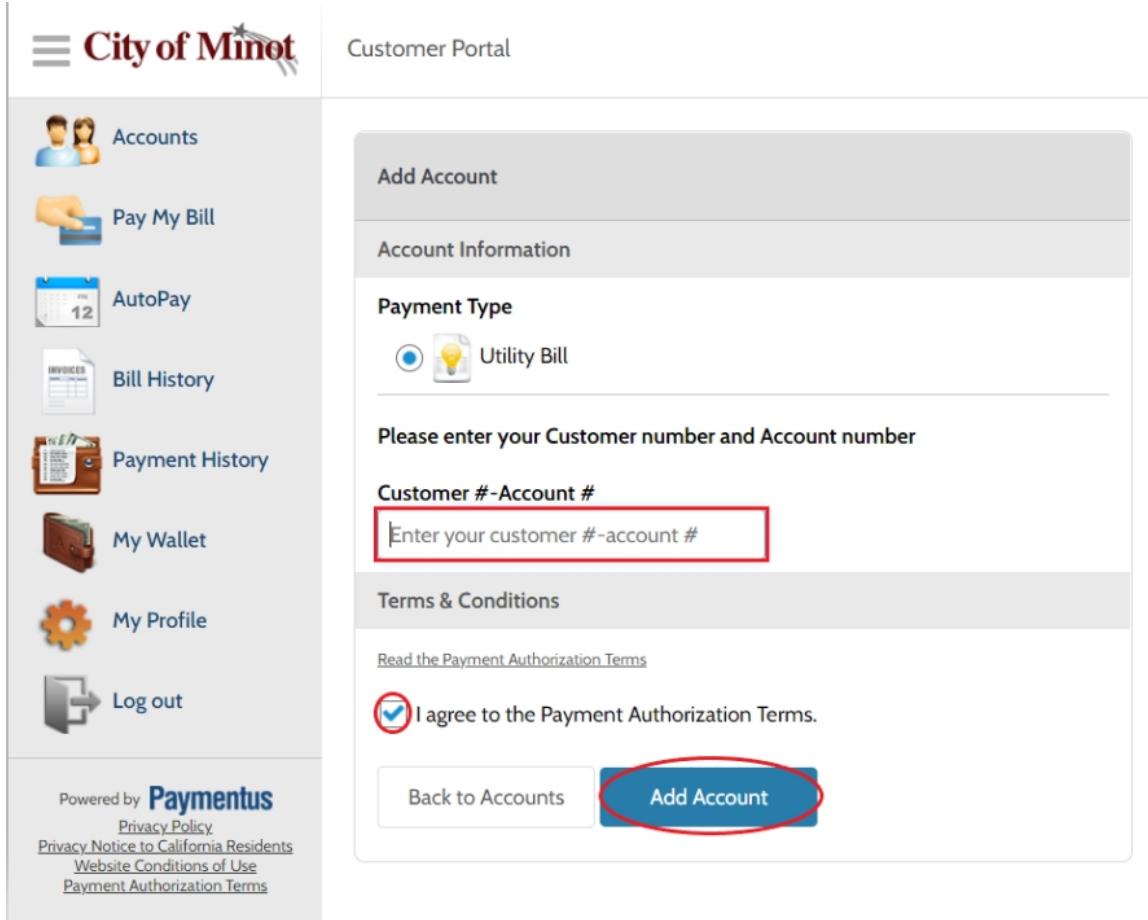
**Security Question 2**

**Security Answer 2**

**Enroll**

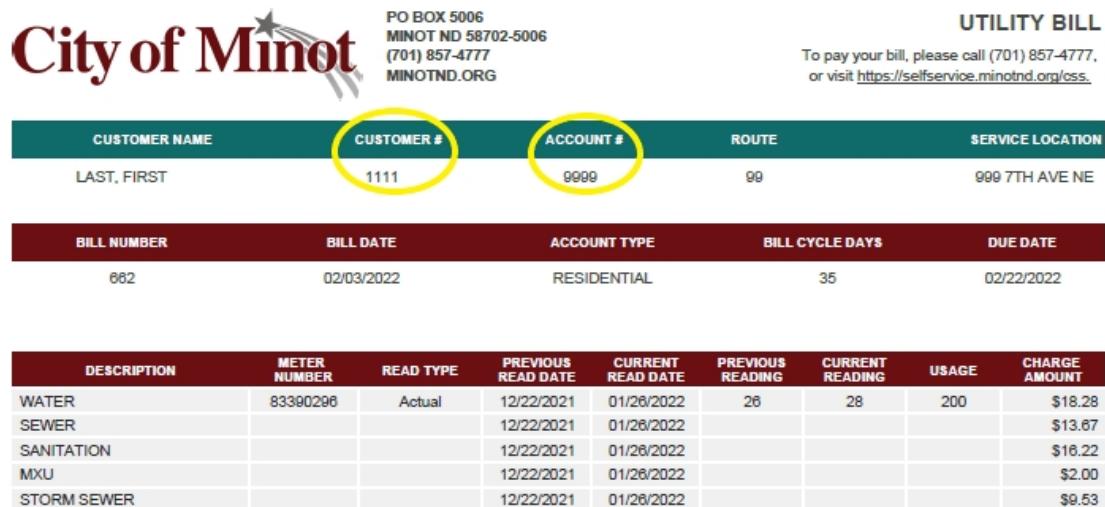
## Step 2: Add Your Account

Enter your Customer Number-Account Number (these can be found on your bill). After reading the terms and conditions, select I agree to terms and click Add Account.



The image shows the City of Minot Customer Portal. On the left is a sidebar with icons for Accounts, Pay My Bill, AutoPay, Bill History, Payment History, My Wallet, My Profile, and Log out. Below these are links to Paymentus, Privacy Policy, Privacy Notice to California Residents, Website Conditions of Use, and Payment Authorization Terms. The main content area is titled 'Add Account' and 'Account Information'. It shows a 'Payment Type' section with 'Utility Bill' selected. A text input field is labeled 'Please enter your Customer number and Account number' and contains the placeholder 'Enter your customer #-account #'. A 'Terms & Conditions' section includes a link to 'Read the Payment Authorization Terms' and a checked checkbox for 'I agree to the Payment Authorization Terms.' At the bottom are 'Back to Accounts' and 'Add Account' buttons, with 'Add Account' being highlighted with a red oval.

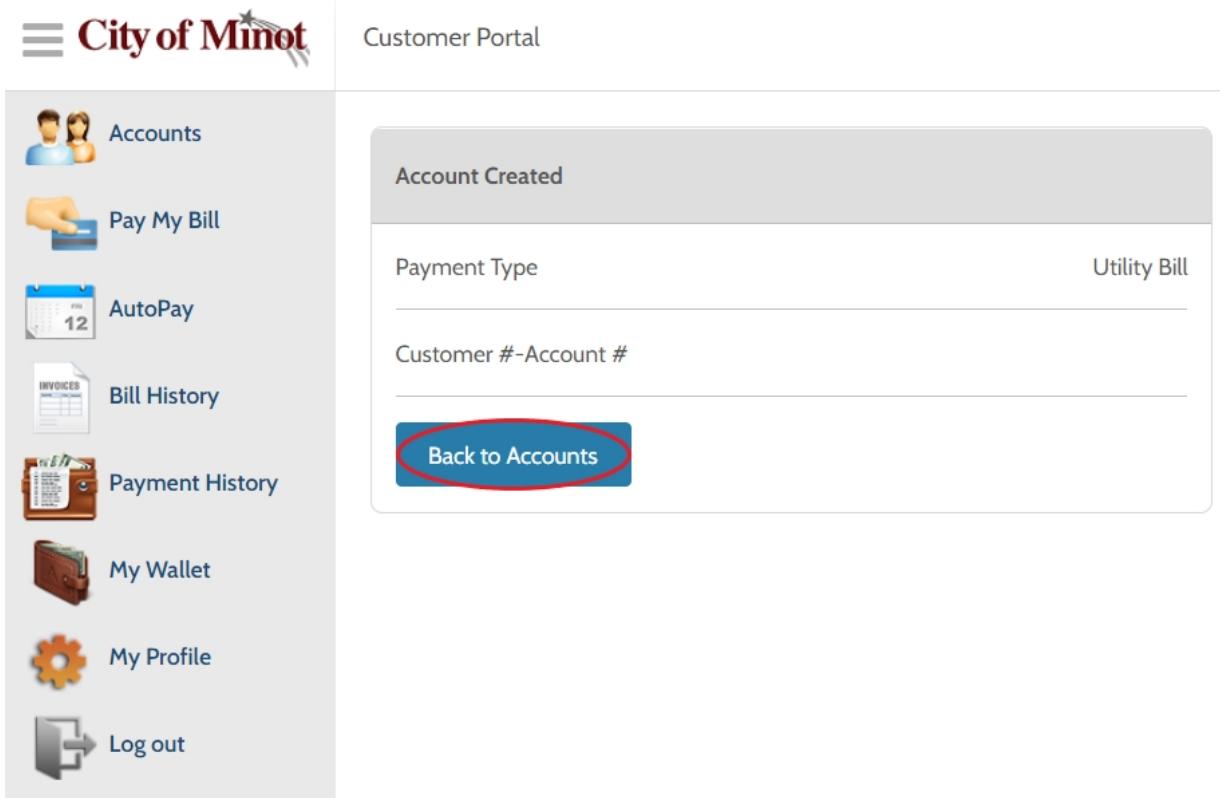
Where can I find my customer and account number?



The image shows a utility bill from the City of Minot. At the top, the City of Minot logo is displayed with contact information: PO BOX 5006, MINOT ND 58702-5006, (701) 857-4777, and MINOTND.ORG. To the right, a 'UTILITY BILL' section is shown with the text 'To pay your bill, please call (701) 857-4777, or visit <https://selfservice.minotnd.org/css>'. Below this is a table of bill details. The first row shows 'CUSTOMER NAME' (LAST, FIRST), 'CUSTOMER #' (1111), and 'ACCOUNT #' (9999), with both the 'CUSTOMER #' and 'ACCOUNT #' fields circled in yellow. The second row shows 'BILL NUMBER' (862), 'BILL DATE' (02/03/2022), 'ACCOUNT TYPE' (RESIDENTIAL), 'BILL CYCLE DAYS' (35), and 'DUE DATE' (02/22/2022). The third table at the bottom lists service descriptions, meter numbers, read types, previous and current read dates, previous and current readings, usage, and charge amounts. The services listed are WATER, SEWER, SANITATION, MXU, and STORM SEWER.

DESCRIPTION	METER NUMBER	READ TYPE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
WATER	83390296	Actual	12/22/2021	01/26/2022	26	28	200	\$18.28
SEWER			12/22/2021	01/26/2022				\$13.67
SANITATION			12/22/2021	01/26/2022				\$16.22
MXU			12/22/2021	01/26/2022				\$2.00
STORM SEWER			12/22/2021	01/26/2022				\$9.53

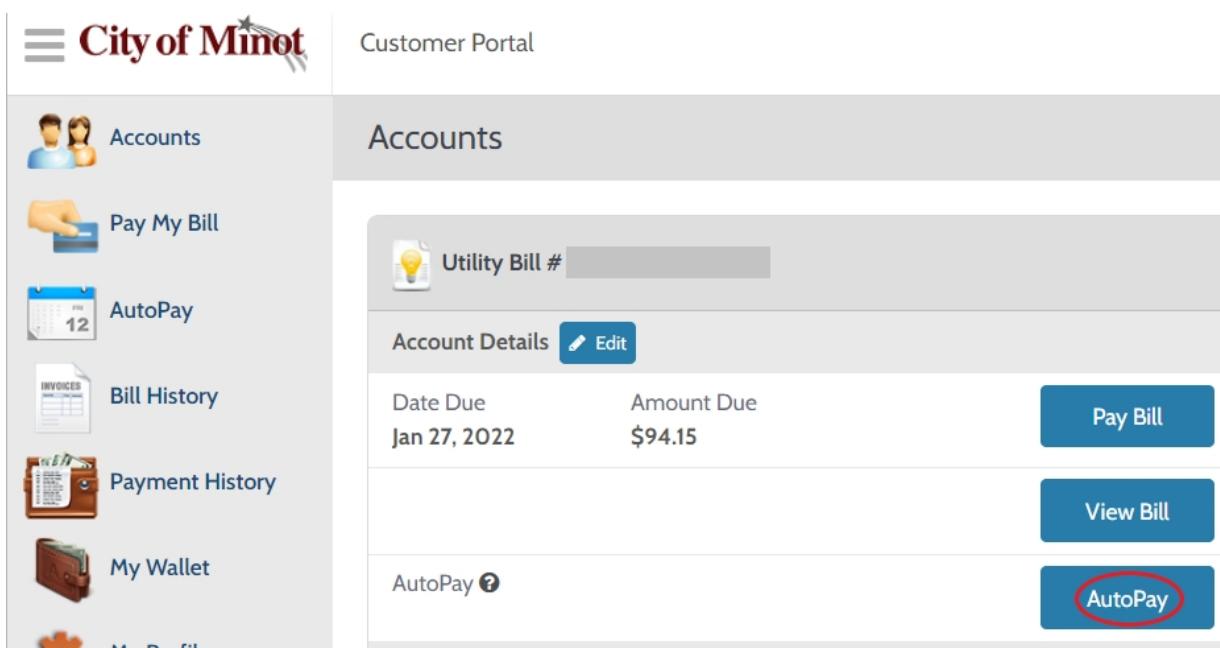
Click the Back to Accounts button to view account balance.



The screenshot shows the City of Minot Customer Portal. On the left, a sidebar lists various options: Accounts, Pay My Bill, AutoPay, Bill History, Payment History, My Wallet, My Profile, and Log out. On the right, a main panel displays the 'Account Created' screen. It includes fields for 'Payment Type' (set to 'Utility Bill') and 'Customer #-Account #' (with a placeholder value). A prominent blue button labeled 'Back to Accounts' is centered at the bottom of this panel, and it is circled in red to indicate it should be clicked.

### STEP 3: Set Up AutoPay

Click the AutoPay button



The screenshot shows the City of Minot Customer Portal. The sidebar on the left is identical to the previous screenshot, listing Accounts, Pay My Bill, AutoPay, Bill History, Payment History, My Wallet, My Profile, and Log out. The main panel on the right is titled 'Accounts' and shows a summary for a utility bill. It includes a 'Utility Bill #' field, an 'Account Details' section with an 'Edit' button, and a table showing 'Date Due' (Jan 27, 2022) and 'Amount Due' (\$94.15). It also features 'Pay Bill' and 'View Bill' buttons. At the bottom, there is an 'AutoPay' section with a question mark icon and a blue 'AutoPay' button, which is also circled in red.

Click Add New

Create New AutoPay > Utility Bill #

Payment Method

Add a Payment Method

 Add new

[Back](#) [Continue](#)

Fill in the payment method information. If you agree with the Payment Authorization Terms, select the authorization box then click Add.

Add Payment Method

[Credit](#) [Debit](#) [E-Check](#)

**Card Number** **CVV **

**Expiration Date**

**Card Holder Name**

[Click to read the Payment Authorization Terms](#)

I authorize payment and agree to the Payment Authorization Terms

[Back](#) [Add](#)

Click Continue

Create New AutoPay > Utility Bill # [redacted]

Payment Method

My Wallet

 \*\*\*\*7777 | Exp 07/25

Add a Payment Method

 Add new

[Back](#) [Continue](#) Continue (circled)

Complete the payment details then click Create AutoPay

Payment Details

Frequency

Bill amount on the due date

End Date (Optional)

Select end date 

Payment Amount

Bill Amount

Total Amount

Bill Amount

Payment Type

Visa

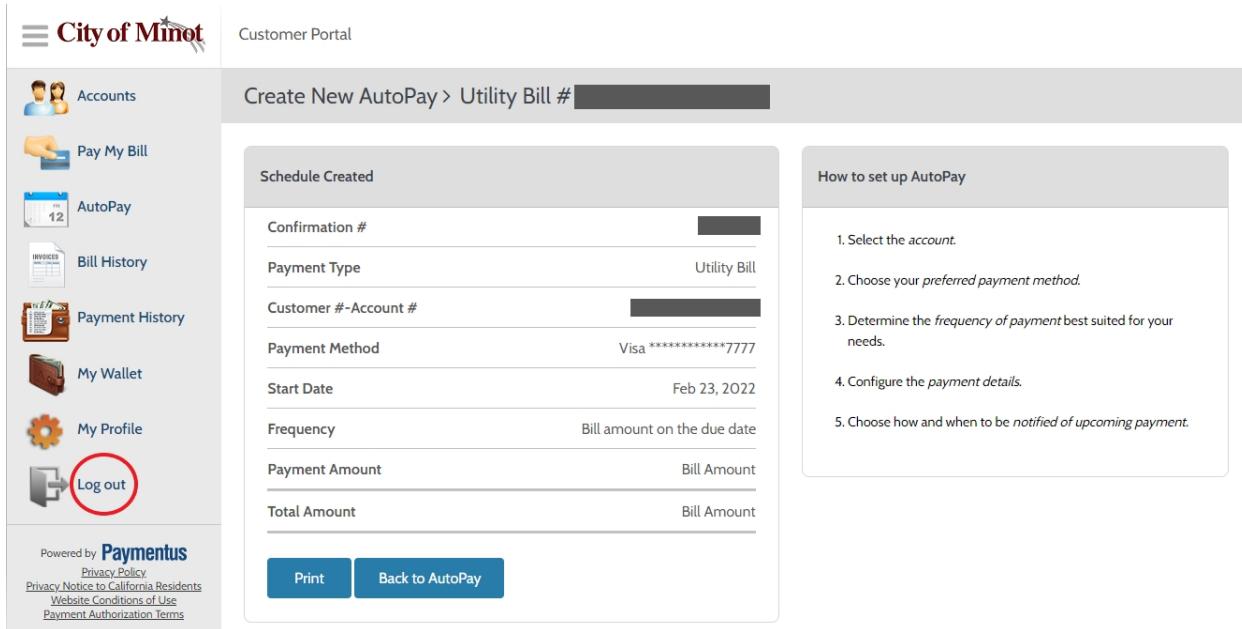
Account Number

\*\*\*\*\*1119

By selecting the box, you authorize the above scheduled payments from the account shown. This authorization is valid until you cancel it through the customer portal or by calling your biller's customer service number. Cancellation requests must be received at least 3 business days before the next scheduled payment due date.

[Back](#) [Create AutoPay](#) Create AutoPay (circled)

Confirmation screen. Log out using the link in the left-hand menu.



The screenshot shows the City of Minot Customer Portal. The left sidebar contains links for Accounts, Pay My Bill, AutoPay (which is circled in red), Bill History, Payment History, My Wallet, My Profile, and Log out. The main content area shows a confirmation for a new AutoPay utility bill. It includes fields for Confirmation #, Payment Type (Utility Bill), Customer # Account #, Payment Method (Visa \*\*\*\*7777), Start Date (Feb 23, 2022), Frequency (Bill amount on the due date), Payment Amount (Bill Amount), and Total Amount (Bill Amount). Below these fields are 'Print' and 'Back to AutoPay' buttons. To the right, a box titled 'How to set up AutoPay' lists five steps: 1. Select the account, 2. Choose your preferred payment method, 3. Determine the frequency of payment best suited for your needs, 4. Configure the payment details, and 5. Choose how and when to be notified of upcoming payment.

You will receive an email payment confirmation from [billpay@paymentus.com](mailto:billpay@paymentus.com) confirming your AutoPay schedule.