



CUSTOMER SELF SERVICE

CUSTOMER HELP MANUAL

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Customer Service:

10770 W. Oakland Park Blvd, Sunrise, FL 33351

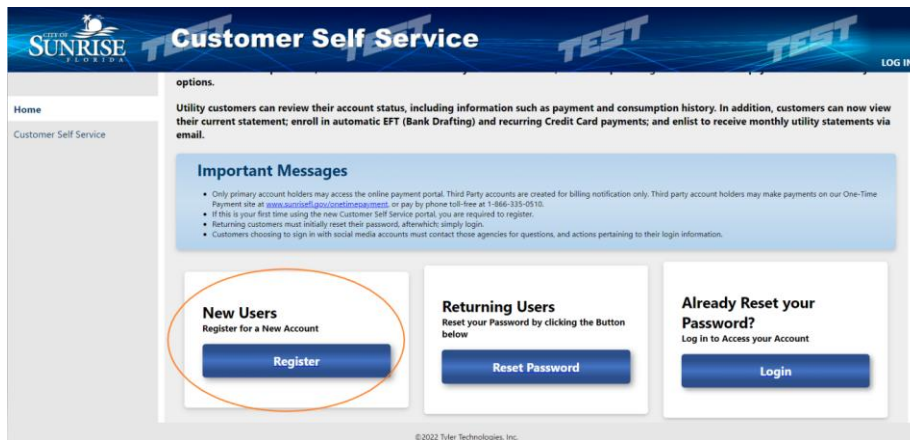
•(954) 746-3232

•customerservice@sunrisefl.gov

How to Register Your Customer Self Service Account

Please remember to continue with the same device and browser throughout this initiation process.

1. Select **Register**. This button allows you to register for a new online account or to initiate an already existing account that was created before 08/17/2021.



2. Complete the registration form and click **Sign Up**. All fields are mandatory. For your protection, your password must contain at least:
 - 1) 8 characters,
 - 2) 1 number (example: 1, 2, 3),
 - 3) 1 lowercase letter (example: a, b, c),
 - 4) 1 uppercase letter (example: A, B, C), and
 - 5) It must not contain part of the username.

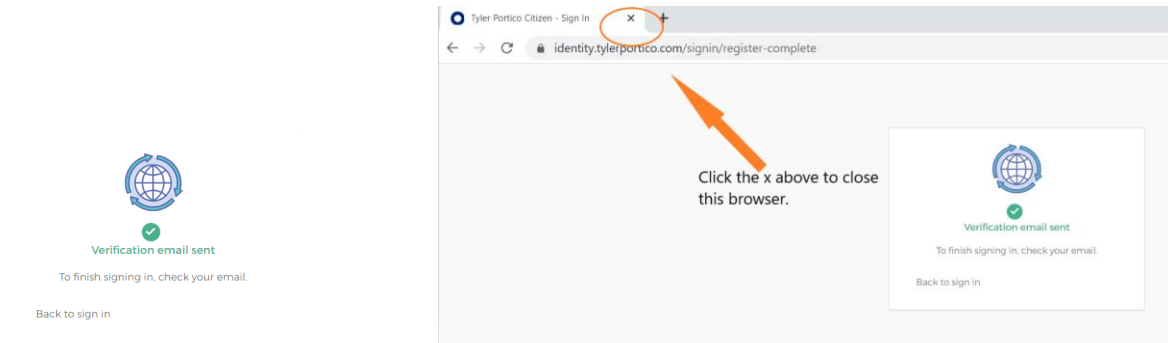
An example of an acceptable password is Password2021.

Please note that for added security reasons your password will expire every 90 days.

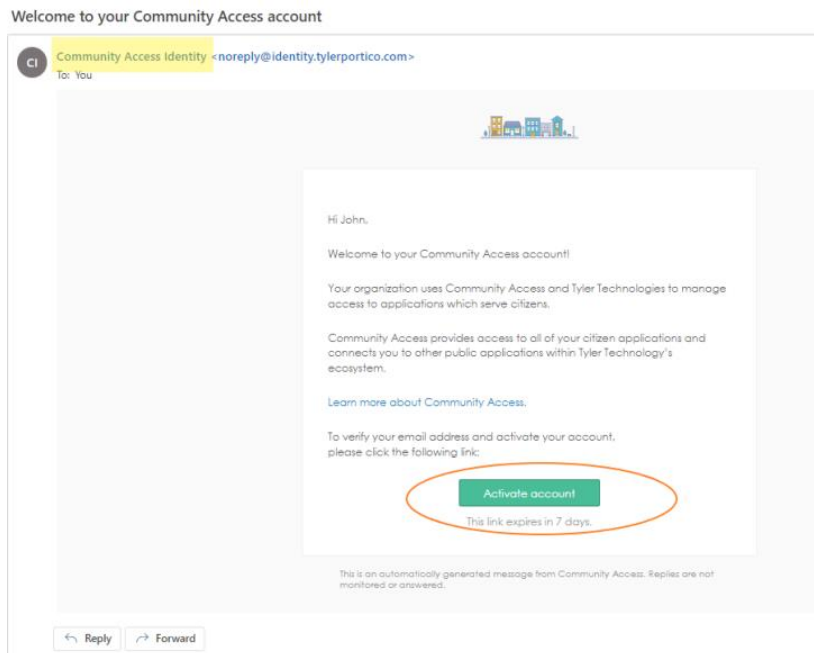
The image displays two versions of the 'Create an account' form. The left version is the empty form with fields for 'Email *', 'Password *', 'First name *', and 'Last name *'. A note below the fields states '* Indicates required field'. A blue 'Sign up' button is at the bottom, with a 'Back to sign in' link below it. The right version shows the form filled out with the email 'SunriseResident@hotmail.com', a password (represented by dots), first name 'John', and last name 'Doe'. Checkmarks indicate the password meets the requirements: 'At least 8 character(s)', 'At least 1 number(s)', 'At least 1 lowercase letter(s)', 'At least 1 uppercase letter(s)', and 'Does not contain part of username'. The 'Sign up' button is circled in red, and a note below the fields states '* Indicates required field'. A 'Back to sign in' link is also present at the bottom.

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3. You will receive this message below. Please close this browser out now.



4. Please check your registered email inbox for the email entitled "Welcome to your Community Access Account". If you do not see the email in your inbox, please check your Spam inbox. Click on the Activate account in the email.



Instructions continued on next page

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5. You will be sent to the Account Settings page of the City of Sunrise Customer Self Service portal. You can immediately link your utility account on this page by selecting [Link to Account](#). Scroll to Page 5 if further instructions are needed for linking your utility account.

Account Settings

Home
Citizen Self Service

Account Information

Now logged in as	SUNRISERESIDENT@HOTMAIL.COM
Last successful login	11/4/2022
E-Mail address	SunriseResident@hotmail.com

Linked Accounts

Your existing utility accounts can be linked to your Self-Service User Id. Click on LINK TO ACCOUNT under UTILITY BILLING ACCOUNTS and use your utility statement to fill in the required data on the subsequent forms. Once the account has been linked, click on the highlighted Account ID in order to access it. You may add as many utility accounts as you wish to access. To remove utility accounts from your list, simply click on REMOVE

Utility Billing Accounts

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#)

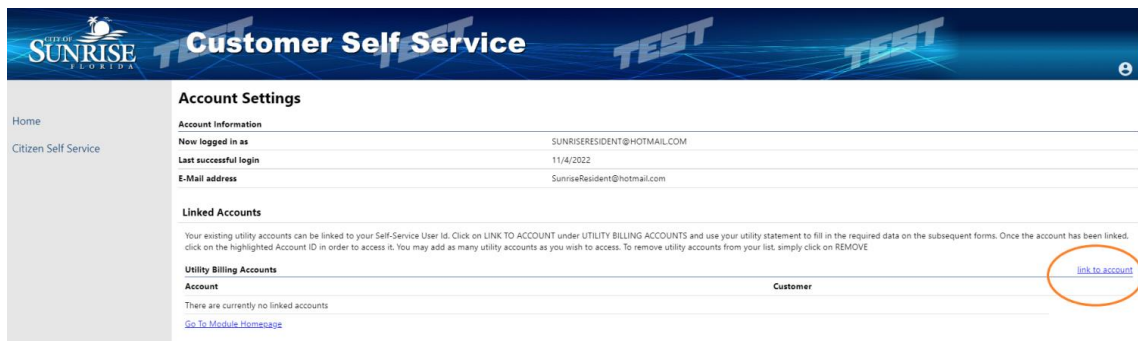
[link to account](#)

How to Link/Remove Your Utility Billing Account

1. After you register your Customer Self Service Account, the Account Settings screen will appear. You will also be able to access this screen after logging on in the future, by clicking on the icon as it appears below, and selecting [My Account](#).



2. Under **Utility Billing Accounts** select [Link to account](#).



3. From your Utility Bill, enter your **Account ID** (Account Number) and your **CID** (Customer Number). Both entries are mandatory.



- Click [Submit](#).

Customer Self Service

Utility Billing
Account Link Setup

Account Number: 166520

Customer Number: 800032638

[Submit](#) [Cancel](#)

- The **Account Settings** page will then reappear and you may click on your newly linked Account number under **Utility Billing Accounts** in order to access your account information.

Customer Self Service

Account Settings

Account Information

Now logged in as	MR USERNAME
Last successful login	10/29/2020
Last failed login	10/29/2020
Password last changed	10/29/2020
Password expires in	91 days Change Password
E-Mail address	ppgeorge@sunrisefl.gov Change E-Mail Address

Linked Accounts

Customer Accounts	Utility Billing Accounts						
<p>Customer Accounts</p> <p>no linked accounts</p> <p>link to account</p>	<p>Utility Billing Accounts</p> <table border="1"> <tr> <th>Account</th> <th>Customer</th> <th></th> </tr> <tr> <td>166520</td> <td>800032638</td> <td>remove</td> </tr> </table> <p>link to account</p>	Account	Customer		166520	800032638	remove
Account	Customer						
166520	800032638	remove					

- To Remove your utility account, once on the **Account Settings** page (see Step 1 above), you can find the utility account number under the **Utility Billing Accounts** heading, then select [Remove](#).

Customer Self Service

Account Settings

Account Information

Now logged in as	Customer@email.com
Last successful login	01/22/22
E-Mail address	Customer@email.com

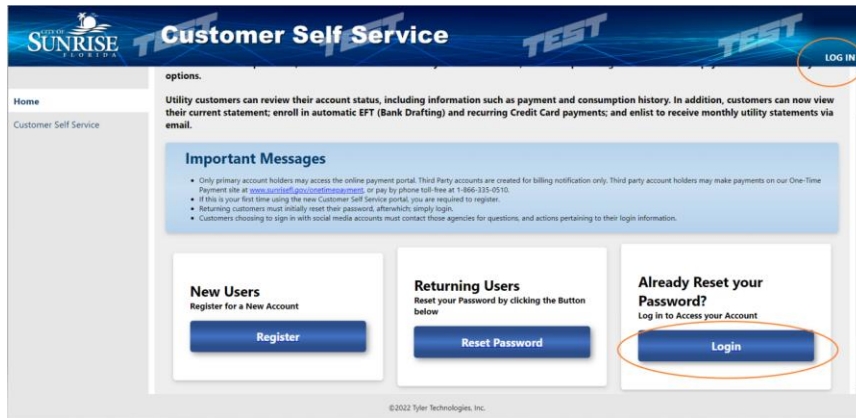
Linked Accounts

Your existing utility accounts can be linked to your Self-Service User Id. Click on LINK TO ACCOUNT under UTILITY BILLING ACCOUNTS and use your utility statement to fill in the required data on the subsequent forms. Once the account has been linked, click on the highlighted Account ID in order to access it. You may add as many utility accounts as you wish to access. To remove utility accounts from your list, simply click on REMOVE

Utility Billing Accounts	Customer	
Account	Customer	
67890	12345	remove

How to change Your Password

1. If you have already initiated your online account on or after 08/17/2021, select [Log In](#).



2. Click on [Forgot Password?](#)

The screenshot shows a sign-in page with the following elements:

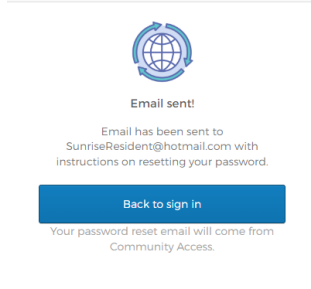
- Sign in to community access services.
- Sign in with Google, Apple, Microsoft, and Facebook buttons.
- OR separator.
- Email address input field.
- Password input field with a toggle for visibility.
- Remember me checkbox.
- Sign in button.
- [Forgot password?](#) link circled in orange.
- [Unlock account?](#) link.
- [Help](#) link.
- Don't have an account? [Sign up](#) link.

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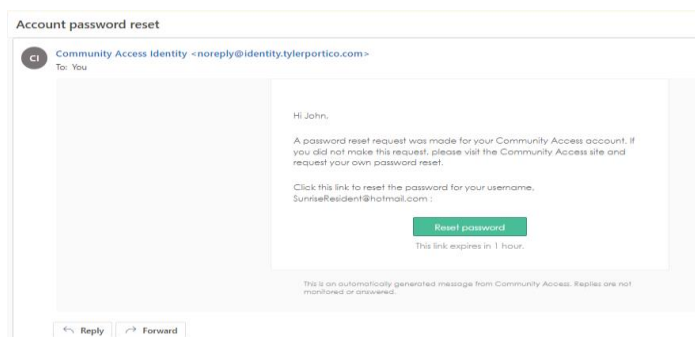
3. Enter your email address and click on [Reset via Email](#). Please note that for added security reasons your password will expire every 90 days.

You will receive this message:

- 4.



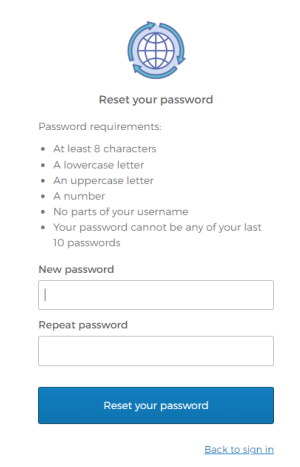
5. Please check your registered email inbox for the Password Reset Request email and click on the Reset password.




6. Enter new password and confirm, then click [Reset your password](#). Remember the new password must contain at least:
 - 1) 8 characters,
 - 2) 1 number (example: 1, 2, 3),
 - 3) 1 lowercase letter (example: a, b, c),
 - 4) 1 uppercase letter (example: A, B, C), and
 - 5) It must not contain part of the username, and
 - 6) It cannot be any of your last 10 passwords.
 An example of an acceptable password is Password2021.
 Please note that for added security reasons your password will expire every 90 days.

[Instructions continued on next page](#)

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Reset your password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 10 passwords

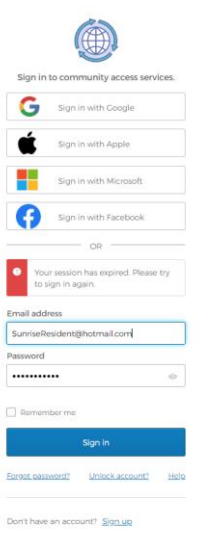
New password


Repeat password

[Reset your password](#)


[Back to sign in](#)


7. You will be returned to the Sign In page to log in with your new password.







Sign in to community access services.


 Sign in with Google

 Sign in with Apple

 Sign in with Microsoft

 Sign in with Facebook

OR

 Your session has expired. Please try to sign in again.

Email address

Password

Remember me

[Sign in](#)

[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)

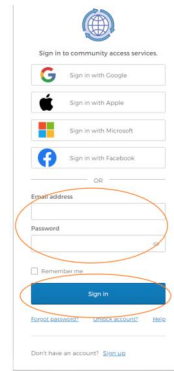
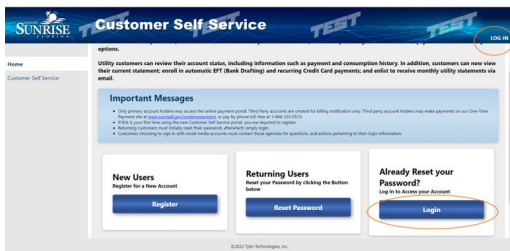
Instructions continued on next page

How to Change your Email Address

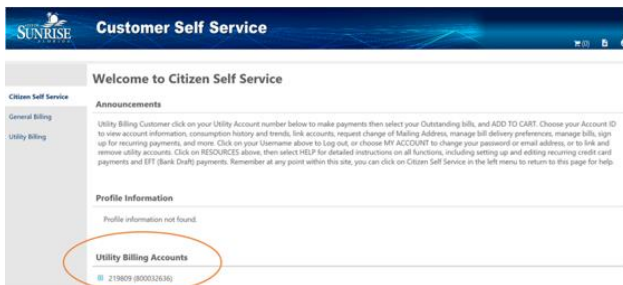
1. If you need to log in with a different email address, you must simply register that email address (see [How To Register Your Customer Self Service Account](#) on Page 2 of this manual).
2. After you have registered your new email address and password, you must log in to Customer Self Service and then link your utility account/accounts again (see [How to Link Your Utility Billing Account](#) on Page 5 of this manual).

How to Request a Change of Mailing Address

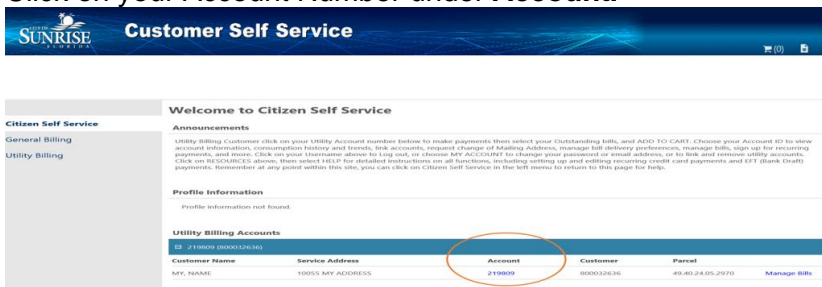
1. Click **Login**. Enter your email address and password on the following page, then click **Sign In**.



2. Click on your Account Number under **Utility Billing Accounts**.



3. Click on your Account Number under **Account**.



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- Click [Request Change of Address](#).

Customer Self Service

Utility Billing Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address 10055 01 MY ADDRESS
 Account Number 219809
 Bill Delivery Preference Mail and Email to MYEMAILADDRESS@ME.COM

Your Current Balance

Amount Due Now \$444.17
 Payment Due Date 11/23/2020

About Your Payments

No payment activity found

Customer Information

Name MY_NAME

- Fill out the subsequent form. Please note that the Phone number and Email address are mandatory entries. Click [Submit](#).

Customer Self Service

Utility Billing Change of Address

Current Information

Name MY_NAME
 Address THIS IS MY ADDRESS
 City State Zip MY CITY, FL 33064

New Information

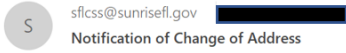
Name 1 MY_NAME
 Address 1 * THIS IS MY ADDRESS
 Address 2
 City * MY CITY
 State * FL
 Zip code * 33064
 Country USA
 Phone number * 954-555-5555
 Fax number
 E-Mail address * MYEMAILADDRESS@ME.COM

* indicates required field

Instructions continued on next page

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6. You will then receive an emailed notification of this change. An email will also be sent to our Customer Service area and will be processed in the order it was received.



Notification of Change of Address

Change of address information has been submitted for your account from Citizen Self Service to MUNIS. If you did not initiate this change of address action, you may wish to contact Customer Service at Customerservice@sunrisefl.gov.

Customer Account: 800032636

ORIGINAL ADDRESS INFORMATION

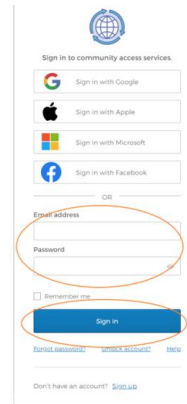
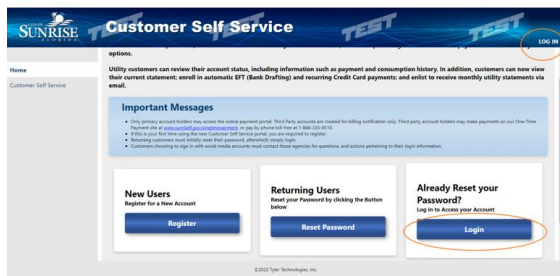
Original Name1: MY, NAME
Original Name2:
Original Address1: THIS IS MY ADDRESS
Original Address2:
Original City: MY CITY
Original State: FL
Original Zip: 33064
Original Phone: 954-954-9544
Original Fax: 954-954-9544
Original Email: MYEMAILADDRESS@ME.COM

CHANGED ADDRESS INFORMATION

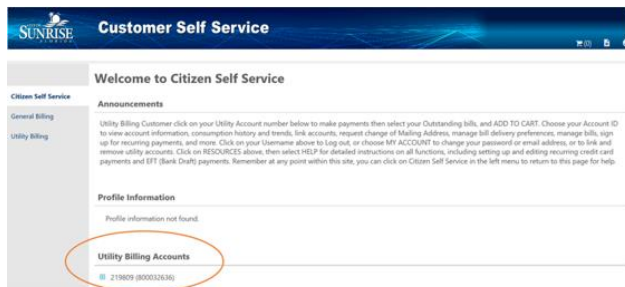
New Name1: MY, NAME
New Name2:
New Address1: THIS IS MY ADDRESS
New Address2:
New City: MY CITY
New State: FL
New Zip Code: 33064
New Phone: 954-954-9544
New Fax: 954-954-9544
New Email: [REDACTED]

How to Manage Bill Delivery Preferences

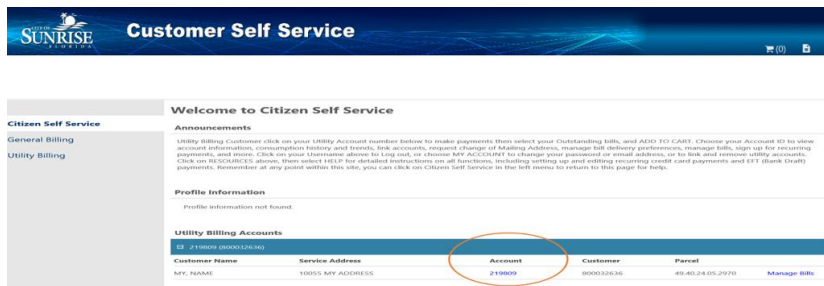
1. Click **Login**. Enter your email address and password on the following page, then click **Sign In**.



2. Click on your Account Number under **Utility Billing Accounts**.



3. Click on your Account Number under **Account**.



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4. Click [Bill Delivery Preferences](#).

CITY OF SUNRISE FLORIDA **Customer Self Service**

Home
Citizen Self Service

Utility Billing
Manage Bills
Account Summary
Automatic EFT Payments
Contact Us

Utility Billing
Account Summary
[Link to Account](#) | [Request Change of Address](#) | [Bill Delivery Preferences](#) | [My Paper Bill](#)

Billing Account
Service Address
Account Number
Bill Delivery Preference Email to test@asi.com

Your Current Balance
Amount Due Now \$2,030.27 [Pay Now](#)
Payment Due Date 7/2/2021

About Your Payments

Bill	Last Posted	Sum of Payments	View Details

5. Click on the downward-facing arrow to select one of the options: **Mail**, **Email**, or **Mail and Email**. We encourage our customers to select **Email**, as this will help us to be more ecologically friendly.

CITY OF SUNRISE FLORIDA **Customer Self Service**

Home
Citizen Self Service

Utility Billing
Manage Bills
Account Summary
Automatic EFT Payments
Contact Us

Utility Billing
Set bill delivery preferences for this account [Account Summary](#)

Account Number
Customer Name
Customer Number
Delivery Preference **Email** test@asi.com

6. Click [Update](#).

CITY OF SUNRISE FLORIDA **Customer Self Service**

Home
Citizen Self Service

Utility Billing
Manage Bills
Account Summary
Automatic EFT Payments
Contact Us

Utility Billing
Set bill delivery preferences for this account [Account Summary](#)

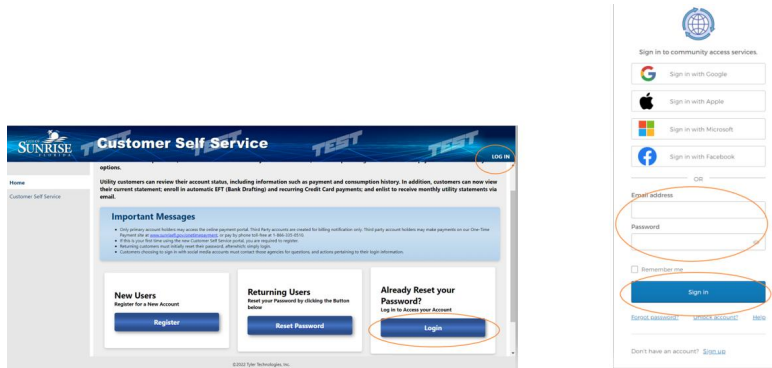
Account Number 00338
Customer Name CITY OF SUNRISE
Customer Number 49451
Delivery Preference Email test@asi.com

Instructions continued on next page

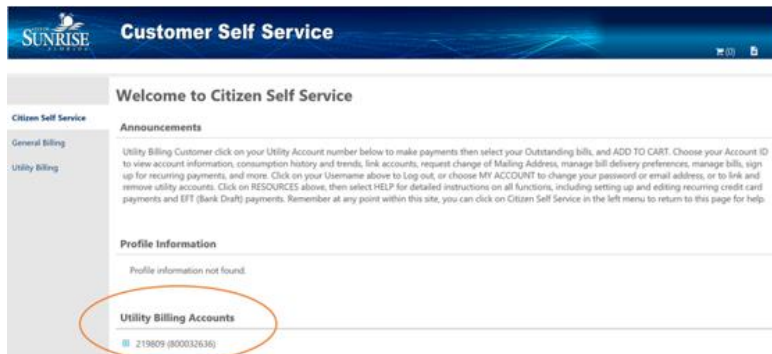
How to Make a Payment

NOTE: Cash Only customers must only pay by cash, cashier's check or money order.

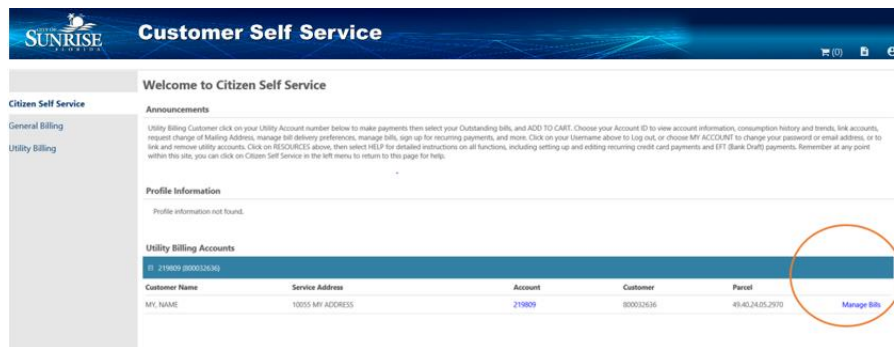
1. Click [Login](#). Enter your email address and password on the following page, then click [Sign In](#).



2. Click on your Account Number under **Utility Billing Accounts**.



3. Click [Manage Bills](#) on the account to be paid.



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- All bills to be paid will be automatically selected. De-select any bills you do not intend to pay. The oldest bills must be paid before newer bills can be accepted.

Customer Self Service

Utility Billing
Manage Bills

Service Address [REDACTED]
Account Number [REDACTED]

As of 11/10/2020

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

Outstanding Bills (Bill years 2018 to 2020 only)	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
<input checked="" type="checkbox"/>	43136	10/15/2020	11/5/2020	\$2,064.17	\$0.00	\$2,064.17	Bill Details
						Total Due: \$2,064.17	

[Add to Cart](#)

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

- Click [Add to Cart](#).

Customer Self Service

Utility Billing
Manage Bills

Service Address [REDACTED]
Account Number [REDACTED]

As of 11/10/2020

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

Outstanding Bills (Bill years 2018 to 2020 only)	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
<input checked="" type="checkbox"/>	43136	10/15/2020	11/5/2020	\$2,064.17	\$0.00	\$2,064.17	Bill Details
						Total Due: \$2,064.17	

[Add to Cart](#)

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

- Click [My Cart](#) and then choose to either [Review Cart](#) or [Checkout](#).

Customer Self Service

Utility Billing
Manage Bills

Service Address [REDACTED]
Account Number [REDACTED]

As of 08/11/2021

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

✔ Utilities 364426 was added to your shopping cart.
To proceed with payment, click "My Cart" then click "Checkout".

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	364426	6/11/2021	7/8/2021	\$0.00	\$0.00	\$2,030.27	Bill Details
						Total Due: \$2,030.27	

[Add to Cart](#)

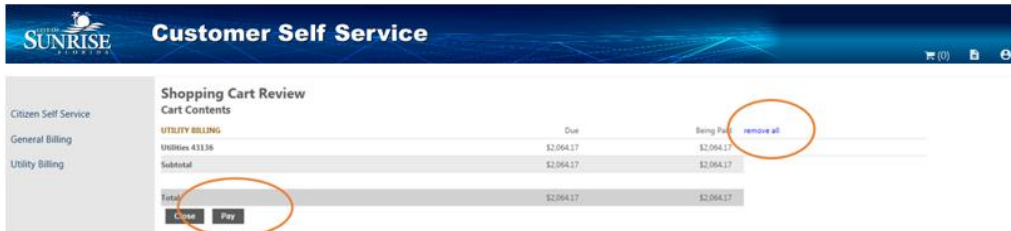
select bills you would like to pay now, then click "Add to Cart"

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

Instructions continued on next page

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Clicking [Checkout](#) takes you directly into the payment process. Clicking [Review Cart](#) gives you the options to [Pay](#) the bills you have already chosen, or to [Remove all](#) from your cart. Clicking on [Close](#) will return you to the Customer Self Service page.



- Complete the subsequent form for Billing information. Please complete all fields and click [Continue](#).

Pay Bills

Billing Address

Please enter your billing information **exactly** as it appears on your credit card or bank statement.

First name *

Last name *

Address line 1 * 1234 NW 123 ST

Address line 2

City * SUNRISE

State * FL

Zip code * 12345

Contact phone number * 9541231234

E-Mail * SUNRISECUSTOMER@SUNRISE.COM

Remember these values

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

* indicates required field

- Select [Continue](#) to proceed with the payment process.

Automatic Credit Card Payments

Manage your enrollments in the automatic credit card payment system (optional)

As a convenience to you, we offer an optional "Automatic Credit Card Payment" service. If you wish to use this service, this page allows you to enroll or delete enrollments based on different bill types you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will still be required to make payments manually until full enrollment is achieved.

Current enrollments	Bill Category	Account ID	Status
	UB Services - General		Not enrolled in automatic credit card payments.

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

Instructions continued on next page

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9. You may alter the payment amount at this point, if you choose. Click [Continue](#).

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2020	10/15/2020	43136	11/6/2020	\$2,064.17	\$2,064.17	\$ 0.01

10. Complete the form, then select [Make Payment](#).

Payment Processing: enter values as prompted below

Total Amount (\$): \$0.14

Utilities - General Bill:

Card Information

Card Number:*

Expiry Date:*

CVV:

Customer Information

Customer Title:

First Name:*

Middle Name:

Last Name:*

Company Name:

Address One:

Address Two:

City:

Country:

State or Province:

Postal Code:

11. At this point, you will receive a receipt, which you should keep as proof of payment.

Transaction Result

Primary Response Code: 1

Requested Amount: 0.14

Order ID: 911327660

Transaction Type: CREDIT_CARD

Response Message: Successful transaction: The transaction completed successfully.

Instructions continued on next page

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12. To make **PARTIAL PAYMENTS**: The oldest bill must be paid before the more recent bills are paid. Unless you are paying the entire group of bills, that is, the Total Balance on the account, only select the oldest bill.

Customer Self Service

Utility Billing
Manage Bills

Service Address
Account Number

As of: 01/27/2021

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

Bill	Bill Date	Pay By	Charges	Pending	Balance Due
<input checked="" type="checkbox"/> 43878	12/1/2020	12/27/2020	\$4,238.50	\$0.00	\$2,123.40
<input checked="" type="checkbox"/> 45334	1/15/2021	2/11/2021	\$2,132.03	\$0.00	\$2,132.03
Total Due:					\$4,255.43

Add to Cart

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

- a) From the **MANAGE BILLS** screen, click on the checkmark in the box to de-select the most recent bill. The bill at the top of the list is the oldest bill, so de-select all the other bills below that one. Click **Add to Cart**.

Customer Self Service

Utility Billing
Manage Bills

Service Address
Account Number

As of: 01/27/2021

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

Bill	Bill Date	Pay By	Charges	Pending	Balance Due
<input checked="" type="checkbox"/> 43878	12/1/2020	12/27/2020	\$4,238.50	\$0.00	\$2,123.40
<input type="checkbox"/> 45334	1/15/2021	2/11/2021	\$2,132.03	\$0.00	\$2,132.03
Total Due:					\$4,255.43
Total Selected:					\$2,123.40

Add to Cart

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

- b) Select **Checkout**. You may have to select **My Cart** for the Checkout button to reappear.

Customer Self Service

Utility Billing
Manage Bills

Service Address
Account Number

As of: 01/27/2021

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

Bill	Bill Date	Pay By	Charges	Pending	Balance Due
<input checked="" type="checkbox"/> 43878	12/1/2020	12/27/2020	\$4,238.50	\$0.00	\$2,123.40
<input type="checkbox"/> 45334	1/15/2021	2/11/2021	\$2,132.03	\$0.00	\$2,132.03
Total Due:					\$4,255.43
Total Selected:					\$2,123.40

Checkout

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

Instructions continued on next page

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- c) Complete the subsequent form for Billing information. Please complete all fields and select [Continue](#).

Customer Self Service

Pay Bills

Billing Address

Please enter your billing information **exactly** as it appears on your credit card or bank statement.

First name *

Last name *

Address line 1 * 1234 NW 123 ST

Address line 2

City * SUNRISE

State * FL

Zip code * 12345

Contact phone number * 9541231234

E-Mail * SUNRISECUSTOMER@SUNRISE.COM

Remember these values

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

* indicates required field

- d) Select [Continue](#).

Customer Self Service

City of Sunrise Self Service

Automatic Credit Card Payments

Manage your enrollments in the automatic credit card payment system (optional)

As a convenience we offer an optional Automatic Credit Card Payment service. If you wish to use this service, this page allows you to enroll or delete enrollments, based on utility bills you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will be required to make payments manually until full enrollment is achieved. Prior to submitting your automatic payment arrangement, please click on Resources above, then select and read the Agreement for Automatic Payments.

Current enrollments	Bill Category	Account ID	Status	
US Services - General			Not enrolled in automatic credit card payments.	enroll

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

- e) Make payment amount changes here. You may increase or decrease the amount shown. Once you enter the total amount you wish to pay, select [Continue](#).

Customer Self Service

City of Sunrise Self Service

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due No.	Payment Amount
Utilities	2020	12/9/2020	43878	12/26/2020	\$2,123.40	\$2,123.40	\$ 2,123.40

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

Instructions continued on next page

[Back to Contents](#)

- f) Complete the form, then select **Make Payment**.

Payment Processing: enter values as prompted below

Total Amount (\$): \$0.14

Utilities - General Bill:

Card Information

Card Number.*

Expiry Date.*

CVV: ?

Customer Information

Customer Title:

First Name.*

Middle Name:

Last Name.*

Company Name:

Address One:

Address Two:

City:

Country:

State or Province:

Postal Code:

- g) At this point, you will receive a receipt, which you should keep as proof of payment.

Transaction Result

Primary Response Code: 1

Requested Amount: 0.14

Order ID: 911327660

Transaction Type: CREDIT_CARD

Response Message: Successful transaction: The transaction completed successfully.

How to Set Up/Edit Recurring Credit Card Payments

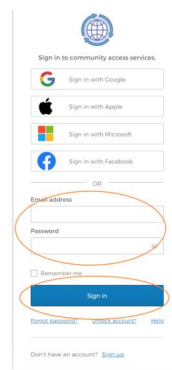
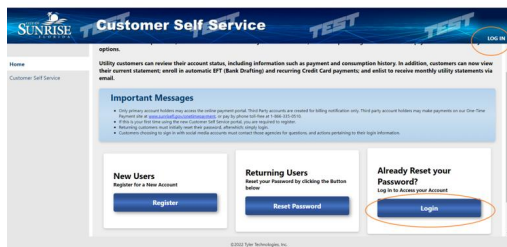
AUTOMATIC PAYMENT AGREEMENT (Please read before enrolling in any recurring payments)

I authorize my financial institution to debit my bank account each billing cycle and credit/pay the City of Sunrise for utility service on the financial institution referenced. I understand that a fee will be charged by the City for all transactions resulting in insufficient/unavailable funds depending on the amount of the draft, and that my utility service will continue to be subject to late fees and disconnection for failure to pay a bill by the due date. I understand and agree that the City shall not be responsible for errors or omissions of my Financial Institution, and that my obligation to timely pay a utility bill remains in force regardless of errors and omissions by the Financial Institution. If I elect to discontinue participation, I will still be responsible for the payment of my bill by the due date. I further understand that both my Financial Institution and the City reserve the right to terminate this automatic bill payment or my participation at any time without prior notice.

The approval and commencement of automatic payments is subject to the approval of the City and your Financial Institution. Any balance due on your utility account should be paid prior to start of the Automatic Bill Payment program. If the balance is not paid, the first automatic withdrawal from your bank account will deduct the entire amount owed on your utility account. Your checking/savings account or credit card will be drafted within three (3) business days from the due date indicated on the City utility statement. You will know that the automatic withdrawal request is in effect once the statement "AUTOMATIC PAYMENT ACTIVE – DO NOT PAY" appears on your utility statement. Your Financial Institution may require you fill out additional documentation to initiate this program. Some Financial Institutions may also include a charge or fee for processing automatic payments. Please check with your Financial Institution for any such program requirements.

Please note that this process must be initiated during a bill payment, using a credit card.

1. Click [Login](#). Enter your email address and password on the following page, then click [Sign In](#).



Instructions continued on next page

- Click on your Account Number under **Utility Billing Accounts**.

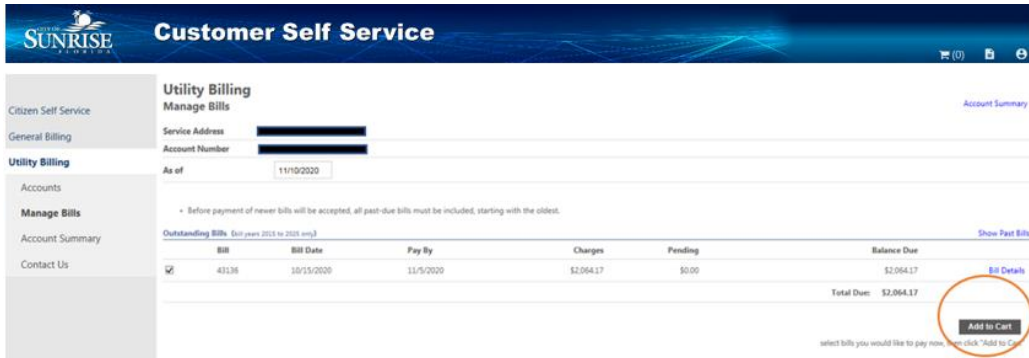
The screenshot shows the 'Customer Self Service' portal. The header includes the 'SUNRISE' logo and the text 'Customer Self Service'. Below the header, there is a 'Welcome to Citizen Self Service' message. A left-hand navigation menu contains 'Citizen Self Service', 'General Billing', and 'Utility Billing'. The main content area is titled 'Announcements' and contains a paragraph of text. Below this is a 'Profile Information' section with the text 'Profile information not found.' At the bottom of the main content area, there is a section titled 'Utility Billing Accounts' which is circled in orange. It contains a single entry: '219809 (800032636)'.

- Click [Manage Bills](#) on the account to be paid

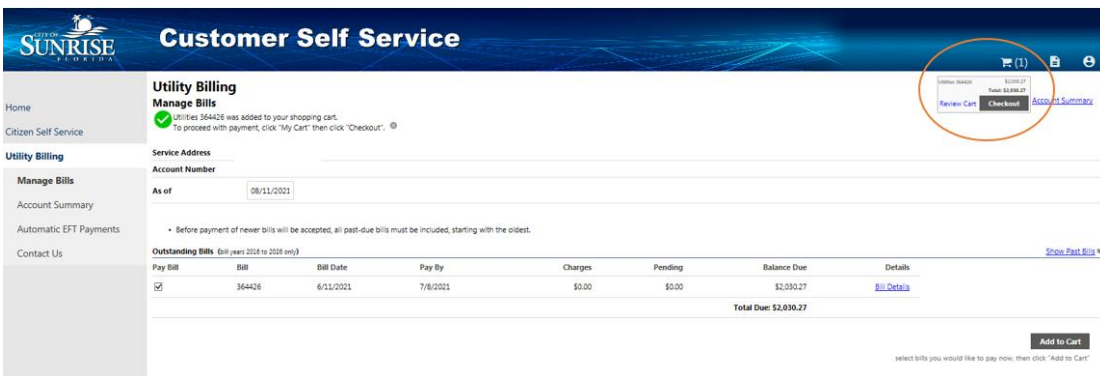
The screenshot shows the 'Customer Self Service' portal. The header includes the 'SUNRISE' logo and the text 'Customer Self Service'. Below the header, there is a 'Welcome to Citizen Self Service' message. A left-hand navigation menu contains 'Citizen Self Service', 'General Billing', and 'Utility Billing'. The main content area is titled 'Announcements' and contains a paragraph of text. Below this is a 'Profile Information' section with the text 'Profile information not found.' At the bottom of the main content area, there is a section titled 'Utility Billing Accounts' which is circled in orange. It contains a table with the following data:

Customer Name	Service Address	Account	Customer	Parcel	
MY NAME	1005 MY ADDRESS	219809	800032636	494024052970	Manage Bills

- Click [Add to Cart](#)



- Click on the Shopping Cart icon above and choose [Checkout](#).



- Complete the form for credit card billing information. Please complete all fields and select [Continue](#).

Customer Self Service

Pay Bills

Billing Address

Please enter your billing information **exactly** as it appears on your credit card or bank statement.

First name *

Last name *

Address line 1 * 1234 NW 123 ST

Address line 2 *

City * SUNRISE

State * FL

Zip code * 12345

Contact phone number * 9541231234

E-Mail * SUNRISECUSTOMER@SUNRISE.COM

Remember these values

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

* indicates required field

[Back to Contents](#)

7. Click [Enroll](#).

Customer Self Service

Automatic Credit Card Payments
Manage your enrollments in the automatic credit card payment system (optional)

As a convenience we offer an optional Automatic Credit Card Payment service. If you wish to use this service, this page allows you to enroll or delete enrollments, based on utility bills you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will be required to make payments manually until full enrollment is achieved. Prior to submitting your automatic payment arrangement, please click on Resources above, then select and read the Agreement for Automatic Payments.

Current enrollments	Account ID	Status
US Services - General		Not enrolled in automatic credit card payments.

[enroll](#)

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

8. Select [Continue](#). Please note that you must complete at least 1 successful manual credit card payment before full enrollment will be established. Automatic monthly withdrawals should then begin on the due dates of the subsequent bills.

Note:

To DELETE your recurring Credit Card payments, select [Delete](#) here.

Customer Self Service

Automatic Credit Card Payments
Manage your enrollments in the automatic credit card payment system (optional)

New enrollment was requested. You will need to complete at least 1 manual payment before full enrollment is established.

As a convenience to you, we offer an optional "Automatic Credit Card Payment" service. If you wish to use this service, this page allows you to enroll or delete enrollments based on different bill types you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will still be required to make payments manually until full enrollment is achieved.

Current enrollments	Account ID	Status
US Services - General		Enrollment pending completion of a manual payment

[delete](#)

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

9. You may alter the payment amount at this point, if you choose to. Select [Continue](#).

Customer Self Service

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2020	10/15/2020	43136	11/6/2020	\$2,064.17	\$2,064.17	\$ 0.01

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

Instructions continued on next page

[Back to Contents](#)

10. Complete the form, then select **Make Payment**.

Payment Processing: enter values as prompted below

Total Amount (\$): \$0.14

Utilities - General Bill:

Card Information

Card Number:*

Expiry Date:*

CVV: (?)

Customer Information

Customer Title:

First Name:*

Middle Name:

Last Name:*

Company Name:

Address One:

Address Two:

City:

Country:

State or Province:

Postal Code:

11. At this point, you will receive a receipt, which you should keep as proof of payment.

Transaction Result

Primary Response Code: 1

Requested Amount: 0.14

Order ID: 911327660

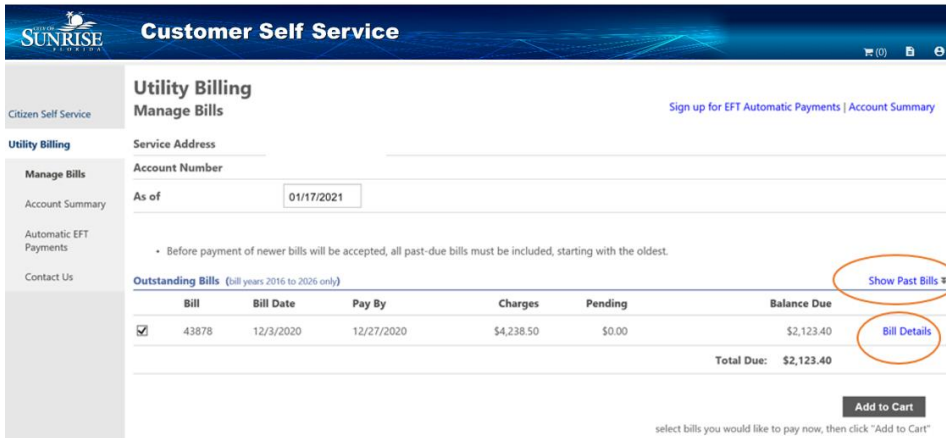
Transaction Type: CREDIT_CARD

Response Message: Successful transaction. The transaction completed successfully.

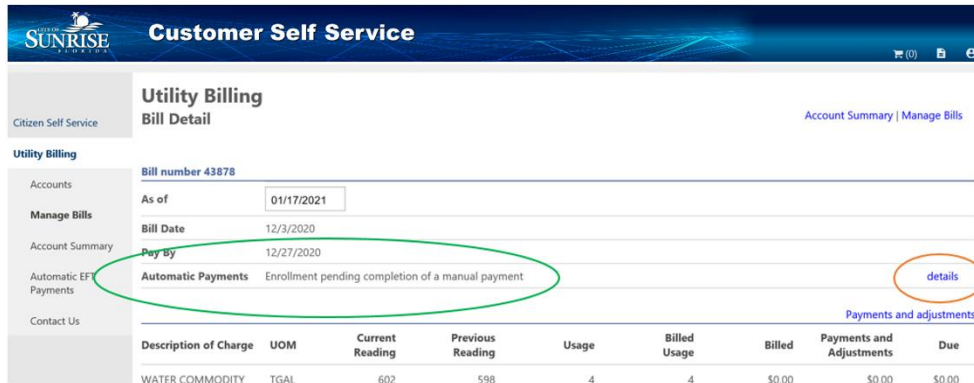
Instructions continued on next page

12. To change the Credit Card you have already enrolled, you must delete the enrollment, then begin enrollment with the new card, following the above instructions.

13. To delete the Recurring Credit Card after you have logged out of the system, from the Utility Billing Manage Bills screen, you may click on Bill Details if you have a pending bill payment.
 If you have a zero balance \$0 or no pending bills, select [Show Past Bills](#).



14. On the page that follows, select [Details](#) if you have a pending bill.
 If you have no pending bills, click on [Bill Details](#) on this page, and then on the page that follows, select [Details](#).



[Back to Contents](#)15. Select [Delete Enrollment](#).

As a convenience we offer an optional Automatic Credit Card Payment service. If you wish to use this service, this page allows you to enroll or delete enrollments, based on utility bills you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will be required to make payments manually until full enrollment is achieved. Prior to submitting your automatic payment arrangement, please click on Resources above, then select and read the Agreement for Automatic Payments.

Automatic Credit Card Payment Settings

Customer/Owner	[REDACTED]
Payment method	Credit Card
Bill type	UB Services - General
Enrollment status	Enrollment pending completion of a manual payment

Delete Enrollment
Close

16. The notification will now say that you are no longer enrolled.

Citizen of SUNRISE Customer Self Service

Utility Billing **Bill Detail** [Account Summary](#) | [Manage Bills](#)

Citizen Self Service

Utility Billing

Manage Bills

Account Summary

Automatic EFT Payments

Contact Us

Bill number 43878

As of

Bill Date 12/3/2020

Pay By 12/27/2020

Automatic Payments Not enrolled in automatic credit card payments. [details](#)

Instructions continued on next page

How to Set Up/Edit Electronic Funds Transfers (EFT)/Bank Drafts

AUTOMATIC PAYMENT AGREEMENT (Please read before enrolling in any recurring payments)

I authorize my financial institution to debit my bank account each billing cycle and credit/pay the City of Sunrise for utility service on the financial institution referenced. I understand that a fee will be charged by the City for all transactions resulting in insufficient/unavailable funds depending on the amount of the draft, and that my utility service will continue to be subject to late fees and disconnection for failure to pay a bill by the due date. I understand and agree that the City shall not be responsible for errors or omissions of my Financial Institution, and that my obligation to timely pay a utility bill remains in force regardless of errors and omissions by the Financial Institution. If I elect to discontinue participation, I will still be responsible for the payment of my bill by the due date. I further understand that both my Financial Institution and the City reserve the right to terminate this automatic bill payment or my participation at any time without prior notice.

The approval and commencement of automatic payments is subject to the approval of the City and your Financial Institution. Any balance due on your utility account should be paid prior to start up of the Automatic Bill Payment program. If the balance is not paid, the first automatic withdrawal from your bank account will deduct the entire amount owed on your utility account. Your checking/savings account or credit card will be drafted within three (3) business days from the due date indicated on the City utility statement. You will know that the automatic withdrawal request is in effect once the statement "AUTOMATIC PAYMENT ACTIVE – DO NOT PAY" appears on your utility statement. Your Financial Institution may require you fill out additional documentation to initiate this program. Some Financial Institutions may also include a charge or fee for processing automatic payments. Please check with your Financial Institution for any such program requirements.

1. Click [Login](#). Enter your email address and password on the following page, then click [Sign In](#).

The image contains two screenshots of the Sunrise Customer Self Service website. The left screenshot shows the main page with a 'Login' button circled in orange. The right screenshot shows the login form with 'Email Address' and 'Password' fields circled in orange, and a 'Sign In' button also circled in orange.

- Click on your Account Number under **Utility Billing Accounts**.

The screenshot shows the 'Customer Self Service' portal for 'CITIZEN SUNRISE'. The main heading is 'Welcome to Citizen Self Service'. On the left, there is a navigation menu with 'Citizen Self Service', 'General Billing', and 'Utility Billing'. The main content area has an 'Announcements' section with a paragraph of text. Below that is a 'Profile Information' section stating 'Profile information not found.' At the bottom, the 'Utility Billing Accounts' section is circled in orange, showing a single account with the ID '219809 (800032636)'.

- Click [Manage Bills](#) on the account to be paid.

The screenshot shows the 'Customer Self Service' portal for 'CITIZEN SUNRISE'. The main heading is 'Welcome to Citizen Self Service'. On the left, there is a navigation menu with 'Citizen Self Service', 'General Billing', and 'Utility Billing'. The main content area has an 'Announcements' section with a paragraph of text. Below that is a 'Profile Information' section stating 'Profile information not found.' At the bottom, the 'Utility Billing Accounts' section is highlighted with a blue bar. Below this bar is a table with columns: 'Customer Name', 'Service Address', 'Account', 'Customer', and 'Parcel'. The table contains one row with the following data: 'MY NAME', '1055 MY ADDRESS', '219809', '800032636', and '49.40.24.05.2970'. A 'Manage Bills' link is located at the end of the row, circled in orange.

Customer Name	Service Address	Account	Customer	Parcel	
MY NAME	1055 MY ADDRESS	219809	800032636	49.40.24.05.2970	Manage Bills

[Back to Contents](#)

- Click Automatic EFT Payments, or Sign Up for Automatic EFT (Electronic Funds Transfer) Payments.

Customer Self Service

City of SUNRISE

Utility Billing Manage Bills

Service Address 10055 01 MY ADDRESS

Account Number 219009

As of 11/08/2020

Outstanding Bills (all years 2015 to 2025 only)

Bill	Bill Date	Pay By	Charges	Pending	Balance Due
100850	11/2/2020	11/29/2020	\$444.17	\$0.00	\$444.17
					Total Due: \$444.17

- Please read the Agreement for Automatic Payments above, then complete the form for each account you want automatically withdrawn. Click [Continue](#) after completion.

HOW TO FIND YOUR ROUTING NUMBER ON A CHECK:

YOUR NAME
1234 Main Street
Anywhere, OH 00000

DATE _____

PAY TO THE ORDER OF _____ \$ _____

_____ DOLLARS

044072324 000123456789 123

ROUTING NUMBER **ACCOUNT NUMBER** **CHECK NUMBER**

Instructions continued on next page

[Back to Contents](#)

Note: If your Bank Routing Number is not listed in the drop-down box provided on the form, please type your Bank Routing Number in the space provided for BANK NAME. If this still does not provide the needed information, please email: customerservice@sunrisefl.gov.

Customer Self Service

Utility Billing
Automatic EFT Payments

Prior to submitting your automatic payment arrangement, please click on Resources above, then select and read the Automatic Payments Agreement. To sign up for EFT automatic payments, please complete the form below. Please verify that all information entered is correct. Incorrect information can result in fees. If help is required, click on Resources above and select Help.

Utility Billing

Service Address: 10055 01 MY ADDRESS
Account Number: 219109

BANK NAME
Bank name *
For auto-filling, begin typing a bank name or routing number.

Bank routing number * (if applicable)
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 *

* indicates required values.

- Click **Submit** once you have verified that the information, which you just entered, is correct.
Click **Modify** if changes need to be made.
Cancel to return to the Manage Bills page.

Customer Self Service

Utility Billing
Automatic EFT Payments

Review

Bank name	1ST STATE BANK OF FLORIDA
Bank telephone	815 638-2111
Routing number	00000975
Bank account number	02345
Account type	Savings
Name as it appears on your bank statement	MY NAME
Your telephone number	904-222-2222
Your email address	MYEMAIL@BANK.COM

Instructions continued on next page

7. You will receive confirmation of your enrollment.

CITY OF SUNRISE FLORIDA **Customer Self Service**

Citizen Self Service
General Billing
Utility Billing
Manage Bills
Account Summary
Automatic EFT Payments
Contact Us

Utility Billing
Automatic EFT Payments
Confirmation

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

You will be notified when automatic payments have started. Until then, please continue to make payments.

Bank name	1ST STATE BANK OF VAN ORIN
Bank telephone	815 638-2111
Routing number	XXXXX9975
Bank account number	X2345
Account type	Savings
Name as it appears on your bank statement	MY NAME
Your telephone number	954-222-2222
Your email address	MYEMAIL@ME.COM

You could now...

- View your account summary
- Make changes to your Automatic Payments

8. To edit or discontinue automatic payments by EFT, click on [Automatic EFT Payments](#) and follow the written instructions.

CITY OF SUNRISE FLORIDA **Customer Self Service**

Citizen Self Service
General Billing
Utility Billing
Manage Bills
Account Summary
Automatic EFT Payments
Contact Us

Utility Billing
Automatic EFT Payments

Prior to submitting your automatic payment arrangement, please click on Resources above, then select and read the Automatic Payments Agreement. To sign up for EFT automatic payments, please complete the form below. Please verify that all information entered is correct. Incorrect information can result in fees. If help is required, click on Resources above and select Help.

You are already signed up for Automatic Payments. You can make changes to your automatic payments by completing the form below.
If you would like to discontinue automatic payments, please click here.

Service Address 10055.01 MY ADDRESS
Account Number 219809

Current Automatic Payment (EFT) information

Bank name	1ST STATE BANK OF VAN ORIN
Routing number	XXXXX9975
Bank telephone	815 638-2111
Account number	X2345
Account type	Checking
Your name	MY NAME
Your telephone	954-954-9544
Your email address	MYEMAILADDRESS@ME.COM

Copy current EFT information

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

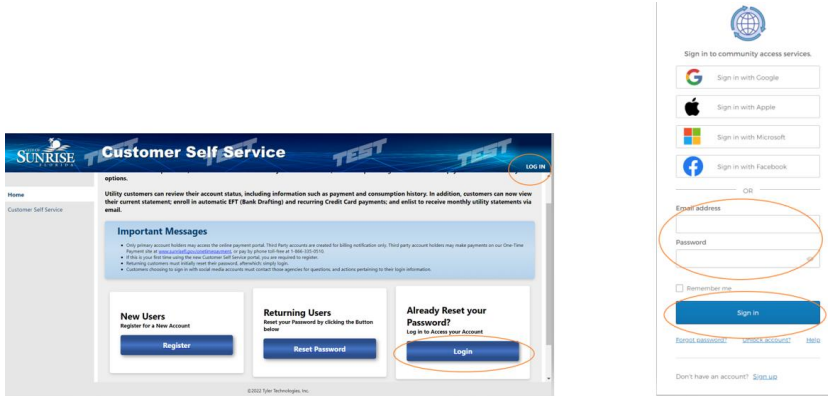
Bank routing number * (9 digits)

Confirm routing number *

Bank phone number *

How to View Your Bill Images

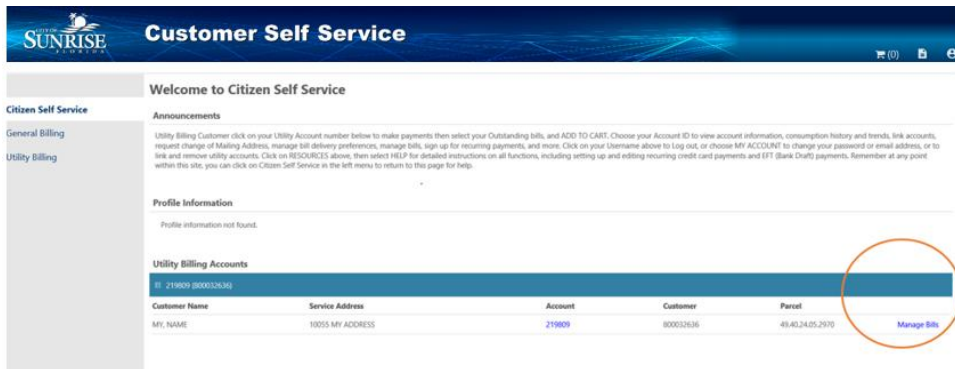
1. Click [Login](#). Enter your email address and password on the following page, then click [Sign In](#).



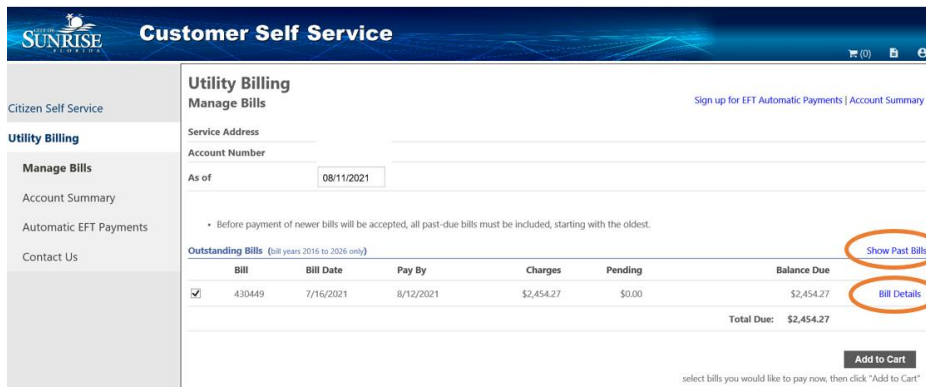
2. Click on your Account Number under **Utility Billing Accounts**.



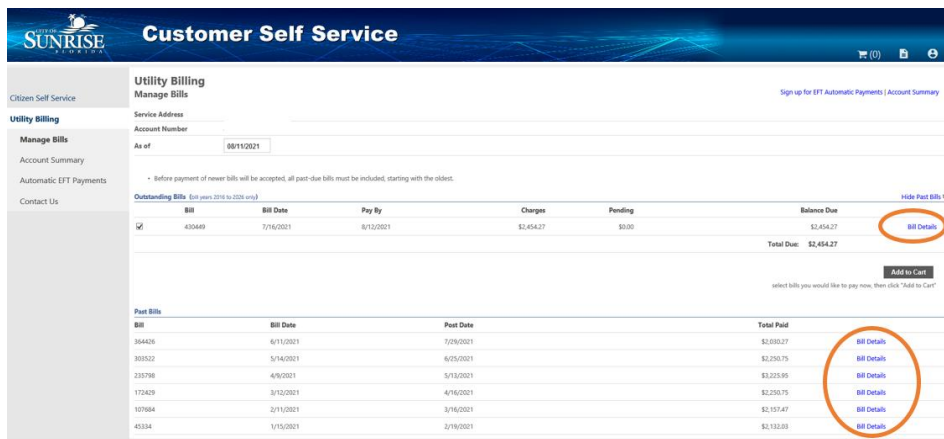
3. Click [Manage Bills](#) on the account to be researched.



4. Click on [Bill Details](#). If you do not show a pending bill on this page, you may click on [Show Past Bills](#).



5. Click on [Bill Details](#) for whichever Bill Image you need.



- Click on View Bill Image after you have chosen the bill/bills you wish to see.

CITY OF SUNRISE Customer Self Service

Utility Billing
Bill Detail

Account Summary | Manage Bills

View bill image

Bill number 364426

As of 08/11/2021

Bill Date 07/11/2021

Pay By 7/26/2021

Automatic Payments Not enrolled in automatic credit card payments.

Description of Charge	UOM	Current Reading	Previous Reading	Usage	Billed Usage	Billed	Payments and Adjustments	Due
WATER BASE		0	0	0	0	\$354.90	(\$354.90)	\$0.00
WATER BASE		0	0	0	0	\$162.71	(\$162.71)	\$0.00
WATER BASE		0	0	0	0	\$162.71	(\$162.71)	\$0.00
WATER COMMODITY	TOTAL	1337	1337	0	0	\$0.00	\$0.00	\$0.00

- An image of your bill for the month chosen will appear.

CITY OF SUNRISE



For Inquiries Call:
Public Service (Utility Billing & Service) - (954) 746-3232
Office Hours: 9:00 a.m. - 5:00 p.m., Monday - Friday
Other Departments (Main Number) - (954) 741-2580
www.sunrisefl.gov

THIS BILL IS DUE WHEN RENDERED

CYCLE - ROUTE: 0197

UTILITY BILL

Customer Name						Service Address					
Bill Number	Bill Date	Service Through	Customer Number - Account Number				Current Billing Due Date				
364426	06/11/2021	06/08/2021					07/02/2021				
Charge Description	Meter Number	Previous Read Date	Current Read Date	Previous Reading	Current Reading	Read Code	Usage	Charge Amount			
WATER								607.60			
WASTE WATER								856.76			
WATER METER READS & CONSUMPTION:											
(THOUSAND GALLONS USED)											
60413205:		05/11/2021	06/08/2021	618:	605:	A	-13:				
06/21	05/21	04/21	03/21	02/21	01/21	12/20	11/20	10/20			
-13	5	2	5	1	3	4	3	2			
60413187:		05/11/2021	06/08/2021	944:	961:	A	17:				
06/21	05/21	04/21	03/21	02/21	01/21	12/20	11/20	10/20			
17	22	32	25	16	8	6	6	2			
60251507:		05/11/2021	06/08/2021	1337:	1337:	A	0:				
06/21	05/21	04/21	03/21	02/21	01/21	12/20	11/20	10/20			
0	3	111	0	2	5	5	4	-1			
STORM WATER								0:			
								565.91			