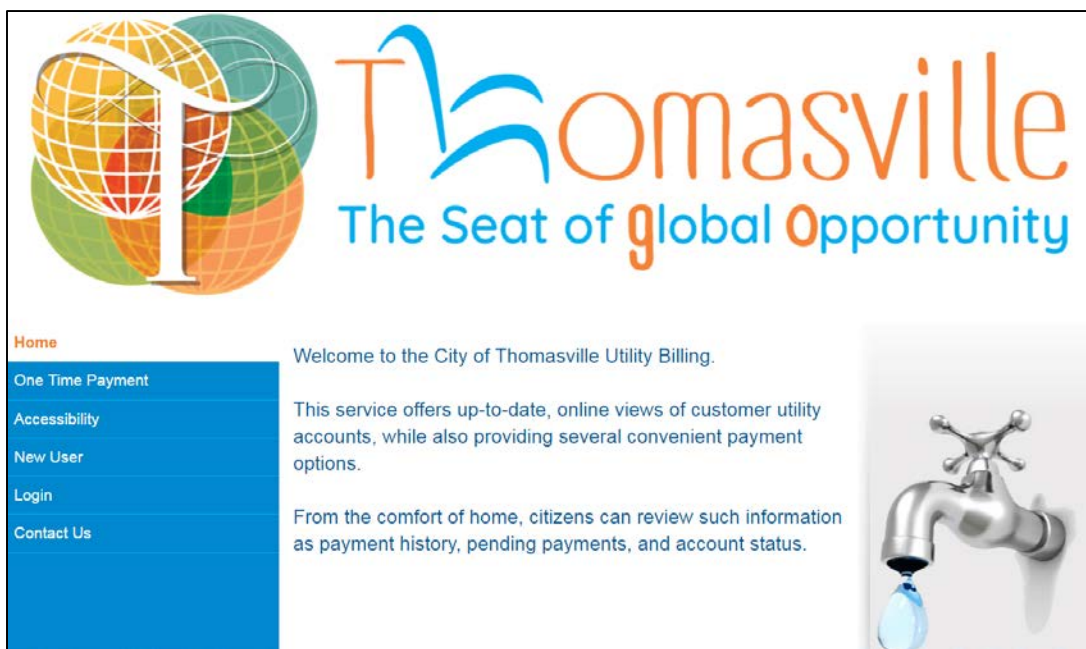
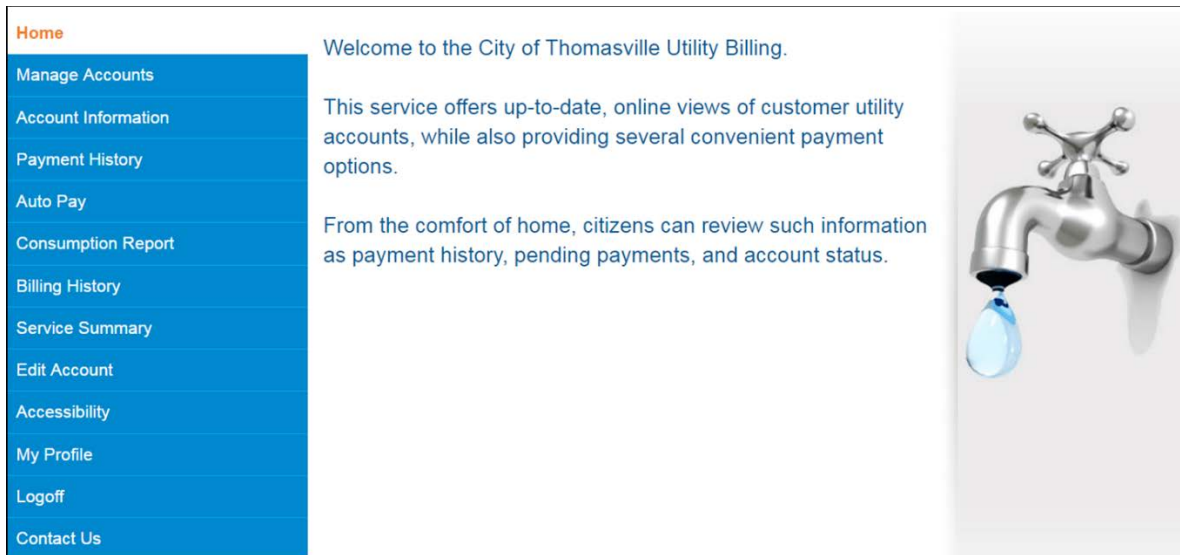


# Guide to set-up your Thomasville Utility Bill Account

By creating a user account you can manage payments (recurring option), access account balance history, and consumption usage history. You will need an email account to validate registration.

1. You must establish a **New User** Account before accessing your account information.
2. Click on **New User** on the left sidebar.
3. To create a Login you must use an email address and create a password with the following requirements: Must contain at least 6 characters, must have a letter, must contain a lower case, and must contain an upper case.
4. Fill out your Name, Address, and Phone Number.
5. You will be asked a series of **Security Questions**, the 1<sup>st</sup> question is pre-defined from a list; the other two questions are user defined – you make your own question and answer.
6. Click **CREATE NEW USER**.
7. You will receive a confirmation Email to the address specified containing a link to enable your user account.
8. You must now login to the user account and add a **Thomasville Utility Account**. You must have your billing account number from a billing statement. Once you have entered this information you will have access to billing history, consumption usage history, payment history, payment link. After logging into the account the page will look like this.





## To Pay Your Bill

9. Click **Account Information**. This page will show your current amount due, and a link to view your bill online. Click on the link **PAY NOW** in the lower left corner.
10. Your total amount due will be shown. If you want to pay a different amount you may enter it now. **NOTE: If your water has been disconnected due to non-payment, you must call the Utility Billing Dept. at (336) 475-4210, for the appropriate amount due before continuing. The office is open M-F, 8:00 am to 5:00 pm.**
11. Click **CONTINUE**. The following message will appear "Please wait while you are redirected to the payment processing site. If you are not taken to the site in a few seconds, please click here."
12. You will be taken to our third-party billing service, **Paymentus**. Complete the requested information for billing (Remember, there is a non-refundable \$2.95 charge per transaction). You may pay with Debit, Credit, or Echeck/Bank Account.
13. You will receive a confirmation number as proof of payment. If your water has been disconnected a work order will automatically be created for your service to be reconnected. If you pay after business hours your water will be reconnected the next business day.