

## FREQUENTLY ASKED QUESTIONS

### How do I contact Customer Service?

Our office hours are Monday-Friday 8:00 a.m. to 4:30 p.m. You may contact us either by phone at (763) 593-8016 or (763) 593-8013 or send an e-mail to [czerull@goldenvalleymn.gov](mailto:czerull@goldenvalleymn.gov) or [Finance@goldenvalleymn.gov](mailto:Finance@goldenvalleymn.gov) with 'eUtilitybilling' in the subject line. Describe your problem and provide an e-mail address or phone # where you can be reached, along with your account number and customer number. If you are contacting us after hours, we will be responding to your inquiry during normal business hours.

## E UTILITY BILLING

### What is eUtilityBilling?

eUtilityBilling is a convenient, safe and secure on-line service the City of Golden Valley offers to its utility customers. With eUtilityBilling, you are able to:

- Pay your utility bill any time of the day
- Receive an electronic copy of your bill instead of a paper copy
- View billing history
- View your water consumption history

### How do I sign up for eUtilityBilling?

You will need to click on the Register tab to set up your personal account and establish a User ID and password, then click register. Your registration will be processed immediately, and a verification code for your initial login will be emailed to you. You may begin making online payments immediately.

### What information do I need to sign up?

You will need your 10 digit account number and 8 digit customer number. These numbers can be found on the top of your utility bill.

CITY OF GOLDEN VALLEY

ACCOUNT NUMBER	CUSTOMER NUMBER	TOTAL DUE	AMOUNT ENCLOSED	DUE DATE
0123456789	00012345	\$00.00		mm/dd/yyyy

### What can I use as my Username?

Your Username can be anything you want and it is not case sensitive. We recommend that you use your email address.

### What can I use as my password?

Your password must be at least 7 characters long and is case sensitive. It can include any combination of numbers, letters or special characters, but does not need to include all of these.

**Where is my verification code?**

A verification code is required for your initial login to eUtilityBilling. Once you are registered, a verification code will be sent to the email address provided during registration. If you do not receive your verification code, please call Utility Billing Monday through Friday between 8:00 a.m. and 4:30 p.m. at (763) 593-8016 or (763) 593-8013.

**What if I can't log in/my password doesn't work**

Your password is case sensitive. Please be sure to type the password using upper and lower case characters as needed. After 5 attempts of the incorrect password, the system will lock you out. After 10 minutes you will be unlocked and the system will allow you to click on the "Forgot your Password" button.

**What if I forget my password?**

You may request your password by clicking on the "Forgot your Password" button which is located on the login page. Enter your User ID, then click on the "Forgot your password?" button. Your password will be sent to your email address.

**How do I change my password?**

You can change your password any time by clicking on the "Change Profile" button and then by clicking on the "Manage Password" button.

**What if I forget my User ID?**

We recommend you use your email address and you also received an e-mail when signing up that has your user name and password. If you still do not remember your User ID, please call Utility Billing Monday through Friday between 8:00 a.m. and 4:30 p.m. at (763) 593-8016 or (763) 593-8013.

**How do I know my computer connection is secure?**

Look for the indication of a secure website on the web address bar. It will change from http://... to https://... The "s" indicates the hypertext transfer protocol (http) is secure. To ensure you are on a secure server, look for the padlock or key icon in the lower right hand corner of your internet browser. The padlock should appear locked and the key should appear connected to indicate a secure server. The symbol may not be visible on general information screens about the service, but will be reflected on any screens that will transmit your confidential account information.

**If my computer is left inactive, how long do I have before I am logged off?**

If your computer is left inactive for a period of 20 minutes, you will be logged off.

## **EBILLS**

### **What is eBill?**

eBill is an electronic copy of your utility bill. When registering for eUtilityBilling, you may elect to receive eBills. If you choose to receive eBills, you will **no longer** receive a paper copy of your bill. You will be notified by email when your eBill is ready for viewing each quarter.

### **How do I change from paper bills to eBills?**

If you would like to change your billing preference, click on Change Profile, then on Manage Profile, and change your selection in the Receive eBills box.

### **How do I view my utility bills?**

Click on Billing History, then click on any of the dates under the Bill Date column to see the details of each bill. If you elected to receive eBills, you will also see the word “View” under the Web Bill column. When you click on any of the “View” links, a separate window will pop up with your eBill.

### **I have signed up for eBills but do not see the word “View” under the Web Bill column?**

Utility bills received prior to signing up for eBill will not be available for view under the Web Bill column.

### **I click on the word “View” under the Web Bill column, but nothing happens?**

If you click on the word “View” under the Web Bill column and are unable to see the bill, you may have to turn off your “Pop up Blockers”. On the top toolbar, click on Tools, then Pop-up Blockers. Make sure the setting is set to “Turn off Pop-up Blockers”.

## **PAYMENTS**

### **What payment methods does the City accept?**

Customers have the option to pay with cash or check, reoccurring autopay from a checking or savings account or by credit card (online only and one-time transaction-no reoccurring credit card payments).

### **What credit cards are accepted by the City?**

The City accepts Visa, Master Card, Discover, and American Express.

### **What is the Automatic Payment Plan?**

The plan allows your utility bill to be paid from your checking/savings account automatically – no checks to write, no postage to buy, no late payments. It’s free, fast and completely hassle-free. You will also receive a \$1.00 credit per bill.

### **How do I Sign Up for the Automatic Payment Plan?**

Complete and return to us the Automatic Payment Plan Authorization form found on the left hand side of the screen under Automatic Payment Form. Be sure to include a voided check for your checking account, or deposit slip if you are using a savings account.

**How soon will the Automatic Payment Plan start?**

The process should take effect on your first due date after we receive your authorization form. Please continue to pay your bill as usual until the message “AUTOMATIC PAYMENT – DO NOT PAY” appears on the top of your bill.

**Is there a charge for the Automatic Payment Plan service?**

No. The City does not charge for automatic payments, and you enjoy the savings of no postage to mail your bills. And you will receive a \$1.00 credit per bill.

**When will the payment be transferred from my checking/savings account?**

It will be transferred on the billing due date.

**What if I change checking/savings accounts?**

Provide Utility Billing with a copy of your new check (checking account) or deposit slip (savings account).

**What if I try the Automatic Payment Plan and don't like it?**

You can cancel your authorization for automatic payments at any time by notifying us by phone (763) 593-8016 or in writing.

**I am trying to make a payment online, but am unable to proceed. What's wrong?**

Once you select your payment method and click the Go button, you will be directed to a 3<sup>rd</sup> party site. Make sure to click OK on the message notifying you that you are being redirected. If you still don't see another window with your payment options, your pop-up blocker may not be allowing the payment site to open. On the top toolbar, click on Tools, then Pop-up Blockers. Make sure the setting is set to “Turn off Pop-up Blockers”.

**Will I receive confirmation of my credit card payment?**

After you make a payment with a credit card, a screen confirming successful payment will show the payment card, date, time and amount. You may print a copy of this confirmation screen for your records. There will Not be a confirmation sent via e-mail.

**BILLING/RATES**

**How often do I receive my bill?**

Residential accounts are billed quarterly (four times a year) and the bill date is determined by your location within the city. Commercial accounts are billed monthly.

**What services am I billed for?**

Water, sewer, storm drainage, recycling, and street lighting.

**How is my residential sewer rate calculated?**

The usage for sewer is based on your winter quarter water usage. The City sets the “cap” on your sewer use to your average winter water use. This is the most you will get billed for your sewer in the year.

**MOVING?**

**I am moving out of my current house. What information do you need?**

Up to 24 hours before your closing/move, contact Utility Billing at (763) 593-8016 or (763) 593-8013.

**When I move out of my house does the City turn off the water?**

No, the City does not turn off the water when a person moves out of their house.