



The City of Sunrise's new Utility Bill Payment System is now live! You can register your account at sunrisefl.gov/registernow or if you've already completed that step you can log in at sunrisefl.gov/utilitylogin. The new features are designed to make your account easier to manage than ever before, including:

- The convenience of recurring credit card payments
- The flexibility of online account and records access from anywhere
- The transparency of a detailed, itemized bill format
- The simplicity of a paperless e-bill option

For anyone who hasn't had an opportunity to register an account yet or is still reviewing the new system, we have summarized the top four most frequently-asked questions (FAQ) below.

1 How can I Find my Customer ID and Account Number?

These two numbers are available on your previous utility bills in both the top of your bill and on the payment coupon at the bottom. It may seem to be one long number with a dash or hyphen in the middle. The Customer ID number will be listed first (before the hyphen) and the Account Number will be listed second (after the hyphen). Please see the reverse side of this insert for an illustrated example.

2 Do I Have to Register for a New Account?

Yes. The former utility bill pay system has been fully replaced in order to add new features requested by our customers, improve security, and modernize our platform to better serve you. This one-time registration process will give you convenient access to all of the new features and your account's historical information.

3 Can I Set Up a Credit Card as a Recurring Payment?

Yes. Following registration, you can select your preferred payment method from options including check, credit card, payment by mail, drop-off payments in person, or pay by phone, which is coming soon. Once you successfully process your first payment, your account will have the options to choose to pay automatically every month with the credit card or checking account information on file. Even after the initial payment, you always have the freedom to change your payment method at any time.

4 Can I Make a Partial Payment?

Yes. You always have the option to specify the amount of a payment by adding that custom amount to your "cart" in our new utility bill pay system. For our customers' convenience, you may choose to pay using a variety of methods that work for your budget, provided that the account is paid in full by the due date. As we continue transitioning customers to the new system, rest assured that we will not impose any late fees and we will not shut off any water service.

JANUARY 2021



**AVAILABLE NOW
ONLINE
UTILITY BILLING!**

New Utility Bill Features

VISIT THE CITY OF SUNRISE ONLINE

www.sunrisefl.gov · www.facebook.com/cityofsunrise · www.twitter.com/cityofsunrise

Get Started

In order to access the new system, you'll have to go online and create a new account. Here's how:

- Grab a recent utility bill so you have your account information handy.
- Visit sunrisefl.gov/registernow
- Create a username and password in the self-registration process before proceeding to the account link setup.
- Enter your Account Number, followed by your Customer Number. These numbers can be found together at the top of your bill, as well as on the payment coupon at the bottom. On your bill, your Customer Number is listed first, followed by your Account Number. However, in our new system, you'll be asked to enter your Account Number first, and then your Customer Number. See the illustration to the right and be sure to enter them in the correct fields.

Charge Description	Meter Number	Previous Read Date	Current Read Date	Previous Reading	Current Reading	Read Code	Usage (1,000 gals.)	Charge Amount						
WATER								37.23						
WASTE WATER								46.32						
MUNICIPAL WATER TAX								3.72						
WATER METER READS & CONSUMPTION														
	11005190	05/04/2020	06/04/2020	536	540	A	4							
	06/20	05/20	04/20	03/20	02/20	01/20	12/19	10/19	10/19	09/19	08/19	07/19	06/19	
	4	5	5	3	5	5	2	4	5	4	3	2	4	
GARBAGE														16.52
RECYCLING														3.00
STORM WATER														8.63

Charges sorted by category*

Compare your usage history by month

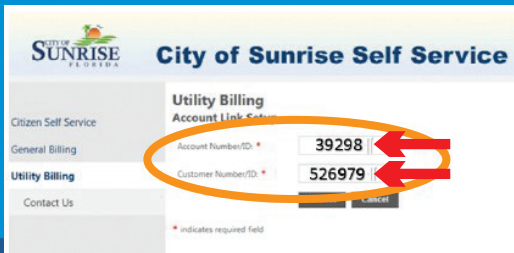
This code indicates the type of meter reading that was done


Payment information / Delinquency notice

Meter reading code keeps you informed

Convenient bill summary outlines your account

*** WARNING - DISCONNECTION NOTICE ***		READ CODE A = Actual E = Estimate F = Final W = Water Co. Estimate	Total Current Billing	115.42	← Current Billing
\$378.93 is the total amount past due. If this is your first notice of a past due balance, you must pay by Dec 31, 2020 to avoid DISCONNECTION. If you were notified on a previous utility bill, you must pay immediately, as you may be disconnected AT ANY TIME. If you are disconnected, you will be assessed a service charge.			Previous Balance	0.00	← Previous Bills
			Adjustments	0.00	
			Less Payments Received	0.00	
			Total Due	\$115.42	← Total Owed





10770 W. OAKLAND PARK BLVD.
SUNRISE, FL 33351-6816

UTILITY BILL REMIT PORTION

Please write your Customer Number - Account Number on your check and enclose this portion of bill with your payment.

Service Address	Bill Number	Customer Number - Account Number	Due Date	Amount Due
123 Sunrise Blvd.	1000118	526979 - 39298	06/30/2020	\$115.42

AMOUNT OF PAYMENT:

Make checks payable to: City of Sunrise

For assistance or to provide instructions about your account, check this box and write on the back of this statement.



*Billed services will vary based on City or Jurisdiction.

Invoice layout and features subject to change