

# EARTH DAY



**Saturday, April 10th**  
**10:00 a.m. to 1:00 p.m.**  
**Sunrise Sportsplex**

**9101 NW 50th Street (Enter from Pine Island Road)**

Fun, FREE drive-thru event!

Goodie bag of green giveaways – including a plant – for each vehicle. Supplies are limited; arrive early!

Educational videos developed by our Sustainability team to showcase water conservation, butterfly gardens, burrowing owls, and more!

Visit [sunrisefl.gov/earthday](http://sunrisefl.gov/earthday) for more information, or call (954) 747-4600.



## Stay Connected

In challenging times (and in good times), it's important to stay connected to reliable sources of information. We encourage you to use these communication tools to receive updates from the City of Sunrise:

The City uses the high speed **CoderED** notification system to alert residents in the event of a boil water order, storm, or other emergency. The only way to be sure you're in our phone number database – especially if you've traded your land line for a cell phone – is to register. It's simple to do online, and takes only minutes. Visit [sunrisefl.gov/codered](http://sunrisefl.gov/codered) to sign up online, or text AlertSunrise to 99411.

The **Sunrise Source** is the City's weekly email newsletter. Each Source features information about upcoming events and activities – as well as important news. Visit [www.sunrisefl.gov/sunrisesource](http://www.sunrisefl.gov/sunrisesource) to opt in!

Just like you, Sunrise is active on social media! Follow us on Facebook, Twitter and Instagram @cityofsunrise.



**UTILITY BILLING FAQs**  
Helpful information about account registration, paperless e-bills and more

**EARTH DAY "GREEN TO GO" CELEBRATION**  
**STAY CONNECTED**

VISIT THE CITY OF SUNRISE ONLINE

# UTILITY BILLING FAQs

## The City of Sunrise recently implemented a new utility billing system for customers.

These FAQs address our customers' most common questions. If you have additional questions, please email [customerservice@sunrisefl.gov](mailto:customerservice@sunrisefl.gov) for assistance. We have added staff to help respond to the increased volume of messages in a timely manner.

### I haven't used the new utility bill payment system yet. How can I register?

If you haven't done so already, please visit [sunrisefl.gov/registernow](http://sunrisefl.gov/registernow) to register your utility billing account in our new system.

### How can I review and pay my new bill?

In addition to receiving a paper bill, you can view your electronic bill on the online system at [sunrisefl.gov/utilitylogin](http://sunrisefl.gov/utilitylogin) once it is generated. You can also make a payment in the on-line portal.

### Can I pay my bill by phone?

Yes - our pay-by-phone system is available at 1-866-335-0510, and accepts Visa, MasterCard, American Express or Discover cards, a debit card, or a check.

### Can I still make payments from my bank?

Yes, you can still make direct payments from your bank; however, you may want to sign up for an online account to view your bills.

### When is my new bill due?

Customers have 30 days from the receipt of their bill to make a payment, and we're not assessing late fees at this time.

### How do I find my Customer Number and Account Number?

These two numbers are available on your utility bill in both the top of your bill and on the payment coupon at the bottom. The Customer Number will be listed first (before the hyphen) and the Account Number will be listed second (after the hyphen). Please be sure to enter each number into the correct field.

### Can I use any browser to use the portal?

Yes; however the portal is optimized to utilize with Google Chrome.

### I was locked out of my account. What do I do?

If you get locked out of your account, please email [customerservice@sunrisefl.gov](mailto:customerservice@sunrisefl.gov) and provide your user name; we will unlock your account.

### Can I make a one time payment with my checking account?

Yes, you can make a one-time payment in the portal using your checking debit card. You can also set up recurring payments by signing up for automatic EFTs.

For a PDF tutorial about the new utility billing system's functionality, visit <https://css.sunrisefl.gov> and click the CSS Customer Help Manual link at the bottom of the page. You'll find instructions on how to change or recover your password, make a payment, set up or edit recurring payments, and more! If you need additional assistance, email [customerservice@sunrisefl.gov](mailto:customerservice@sunrisefl.gov) for help.

# UTILITY BILLING PAPERLESS E BILLING

It's easy to enroll in one of our most popular options – paperless e-billing – which ensures you'll receive your bill as soon as it's prepared. There's no need to wait for a paper invoice!

## Here's how to sign up for paperless e-billing:

1. Visit [sunrisefl.gov/utilitylogin](http://sunrisefl.gov/utilitylogin) and sign into your utility billing account.
2. Click on your Account Number under Utility Billing Accounts.
3. Click on your Account Number under Account.
4. Click Bill Delivery Preference.
5. Select one of the options: Mail, Email, or Mail and Email. We encourage our customers to select Email, as this is the most eco-friendly option – and ensures the most efficient transmittal of your bill.
6. Click Update to save your preference!



**We encourage our customers to select "Email Bills", as this is the most eco-friendly option. With this selection, your bills will be automatically emailed to you on a monthly basis.**

**Thank you for being a valued Sunrise Utilities customer!**