



## CUSTOMER SELF SERVICE

# CUSTOMER HELP MANUAL

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[How to Link/Remove Your Utility Billing Account](#)..... Page 5

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Customer Service:

10770 W. Oakland Park Blvd, Sunrise, FL 33351

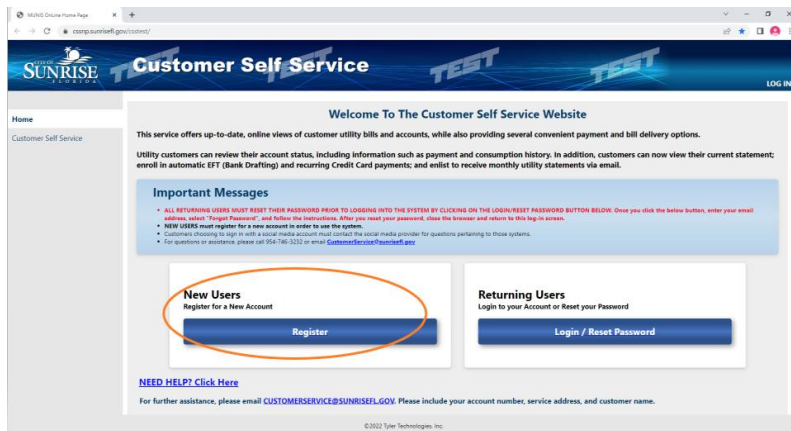
•(954) 746-3232

•[customerservice@sunrisefl.gov](mailto: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.

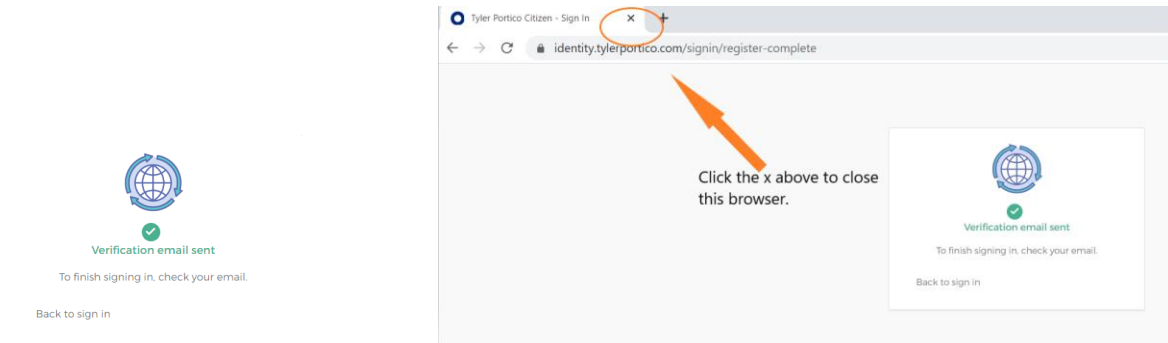


2. Complete the registration form and click **Sign Up**. All fields are mandatory. For your protection, your password must contain at least:
  - 1) 8 characters,
  - 2) 1 number (example: 1, 2, 3),
  - 3) 1 lowercase letter (example: a, b, c),
  - 4) 1 uppercase letter (example: A, B, C), and
  - 5)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

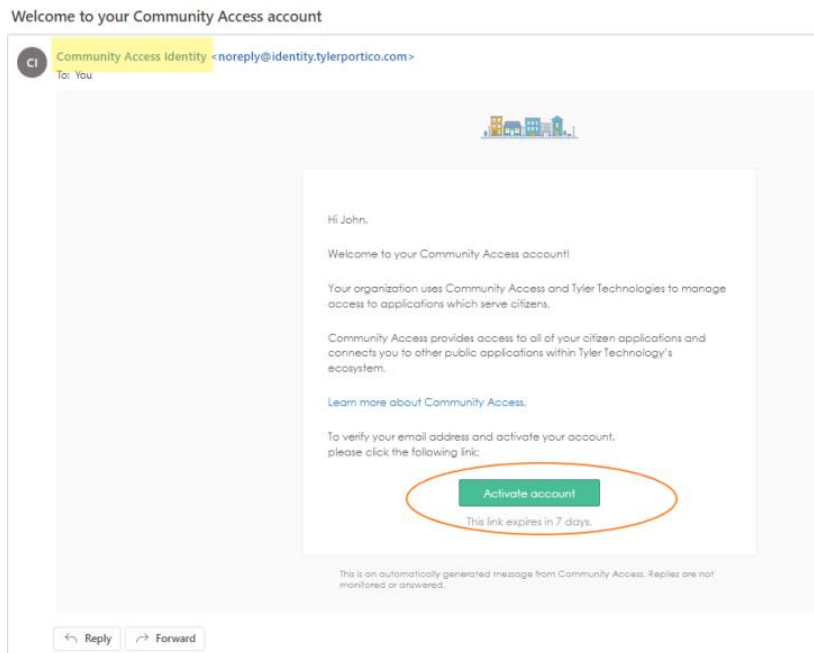
An example of an acceptable password is Password2021.

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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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- 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 clicking on [Link to Account](#). Scroll to Page 5 if further instructions are needed for linking your utility account.

**Customer Self Service**

Home  
Citizen Self Service

**Account Settings**

**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](#)

- Please note that if you have changed your device or browser, or depending on some browser security settings, you may be redirected to your [User Profile](#) page below. If you have arrived on this page, please just close this browser and return to our City of Sunrise Login page and log in from there.

profile.tylerportico.com/portal/profile/home

**User Profile**

Home  
Personal information  
Privacy settings  
Communities

Welcome, First Last  
Manage your information, privacy, and security to make Community Access work better for you.

**Personal information**  
View and update your personal information.  
[View information](#)

**Privacy settings**  
Manage your password and social media settings.  
[Manage security](#)

**Search for communities**  
Look for public organizations in your area and apps that can serve you.  
[Search communities](#)

**Your community history**  
City of Sunrise, FL  
City of Sunrise, FL

**Community access benefits**  
Learn more about Community Access.  
[Learn more](#)

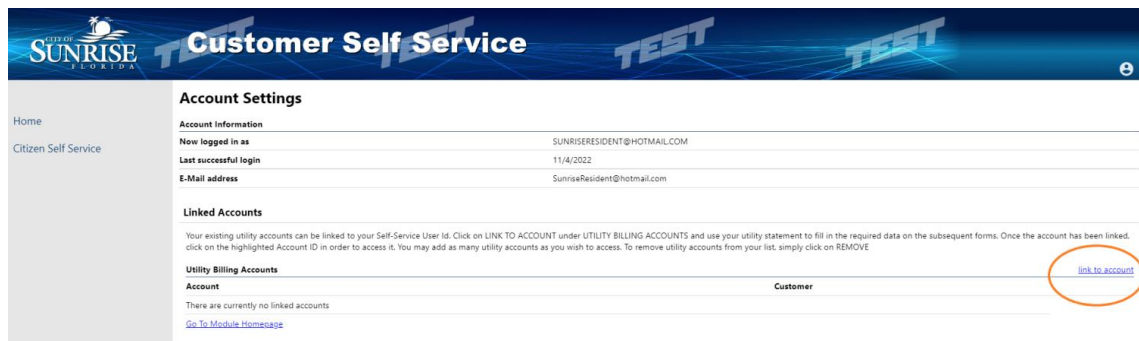
Instructions continued on next page

## 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   <a href="#">Change Password</a>
E-Mail address	ppgeorge@sunrisefl.gov   <a href="#">Change E-Mail Address</a>

**Linked Accounts**

Customer Accounts	link to account
There are currently no linked accounts	
Utility Billing Accounts	link to account
Account: 166520	Customer: 800032638
	<a href="#">remove</a>

- 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 click on [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

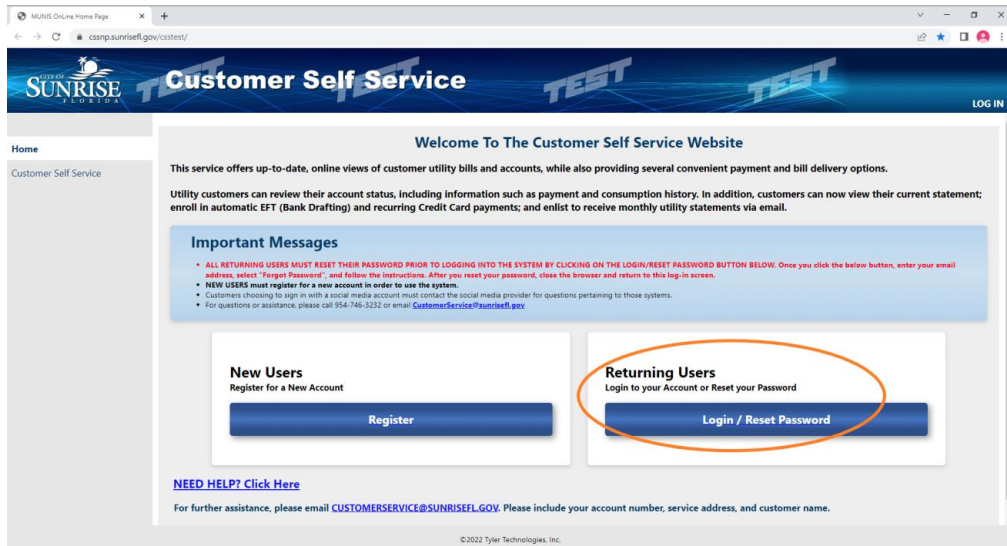
**Linked Accounts**

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	link to account
Account: 67890	Customer: 12345
	<a href="#">remove</a>

## How to change Your Password

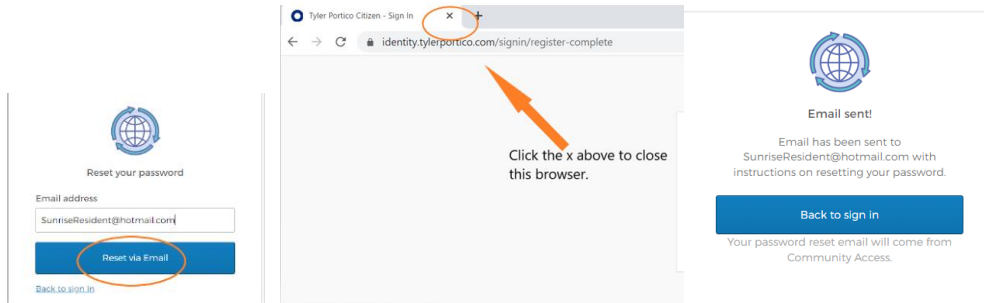
7. If you have already initiated your online account on or after 08/17/2021, click [Log In](#).



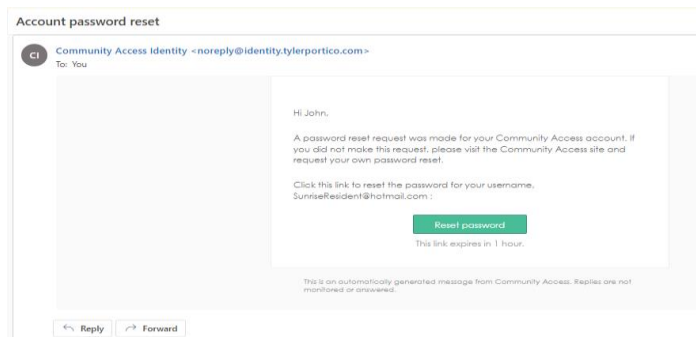
8. Click on [Forgot Password?](#)

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9. Enter your email address and click on [Reset via Email](#), then you will receive the email sent message. Please close this browser out now.



10. Check your registered email inbox for the Password Reset Request email and click on [Reset password](#).



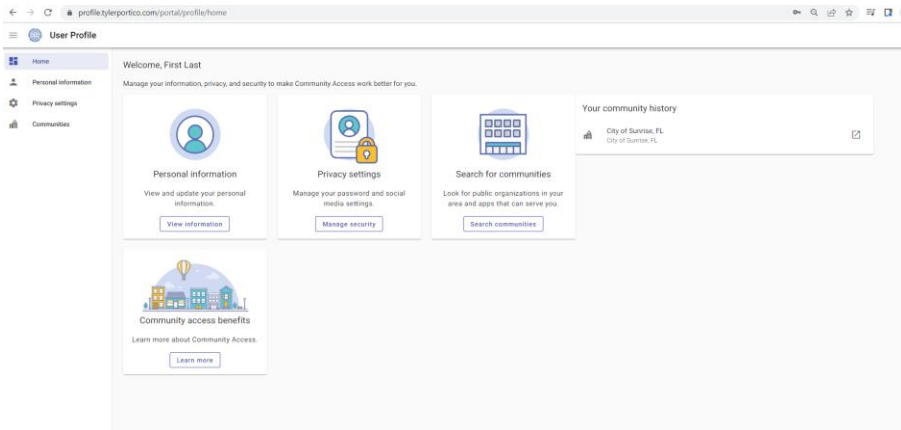
11. Enter your new password and confirm, then click [Reset your password](#). An example of an acceptable password is Password2021.

Instructions continued on next page



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12. Please note that if you have changed your device or browser during this process, or depending on some browser security settings, you may be redirected to a [User Profile](#) page below. If you have arrived on this page, please just close this browser and return to our City of Sunrise Login page and log in from there.

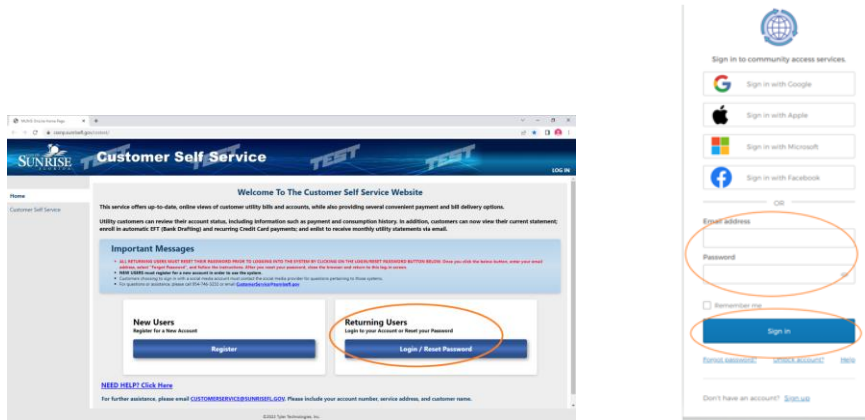


## How to Change your Email Address

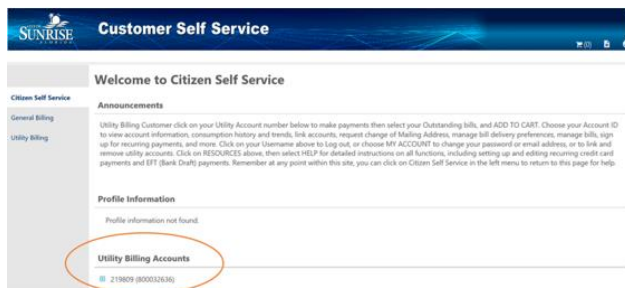
1. If you need to log in with a different email address, you must simply register that email address (see [How To Register Your Customer Self Service Account](#) on Page 2 of this manual).
2. After you have registered your new email address and password, you must log in to Customer Self Service and then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

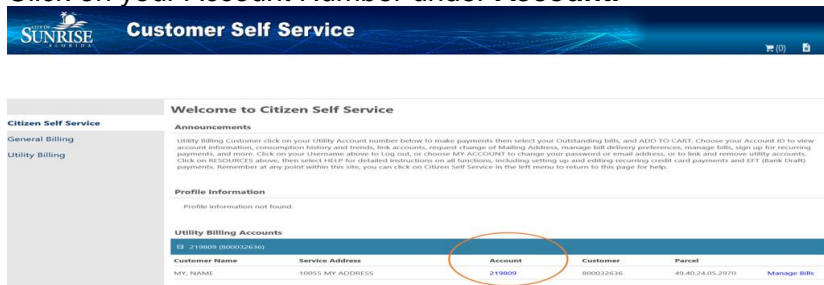
1. Click **Login**. Enter your email address and password on the following page, then click **Sign In**.



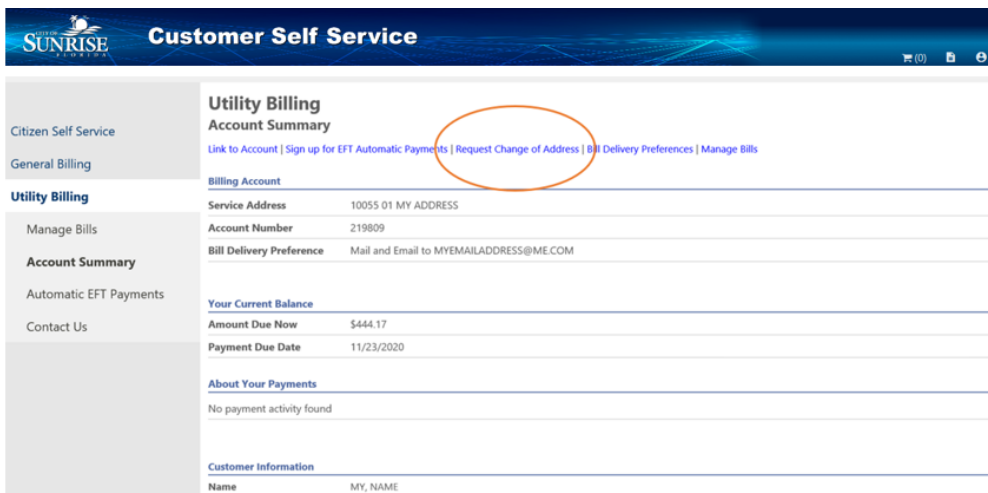
2. Click on your Account Number under **Utility Billing Accounts**.



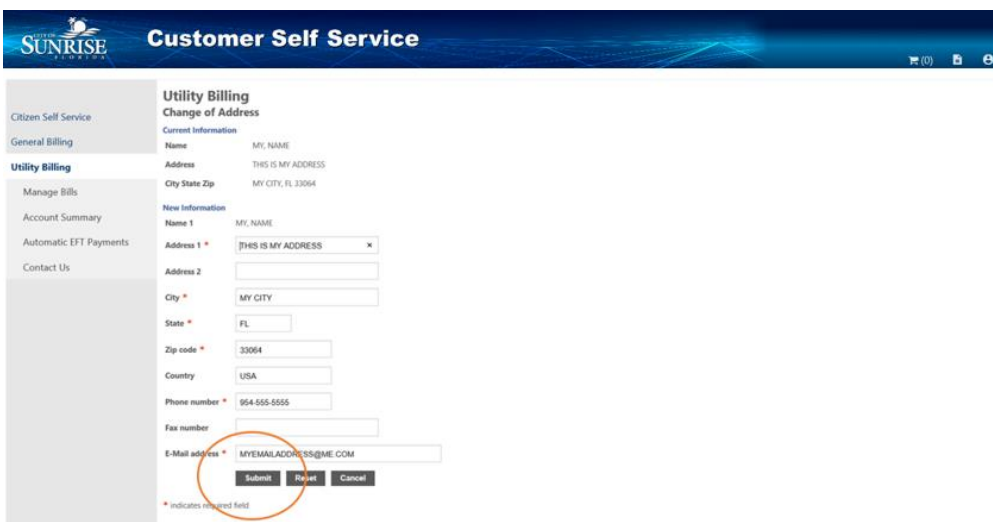
3. Click on your Account Number under **Account**.



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



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



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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](mailto:Customerservice@sunrisefl.gov).

Customer Account: 800032636

ORIGINAL ADDRESS INFORMATION

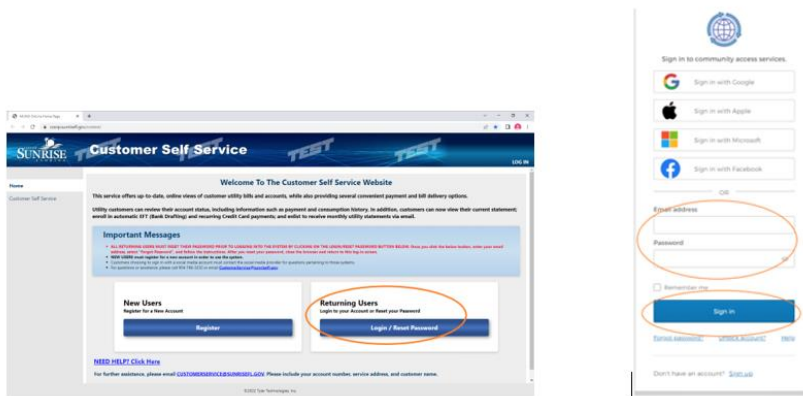
Original Name1: MY, NAME  
Original Name2:  
Original Address1: THIS IS MY ADDRESS  
Original Address2:  
Original City: MY CITY  
Original State: FL  
Original Zip: 33064  
Original Phone: 954-954-9544  
Original Fax: 954-954-9544  
Original Email: [MYEMAILADDRESS@ME.COM](mailto:MYEMAILADDRESS@ME.COM)

CHANGED ADDRESS INFORMATION

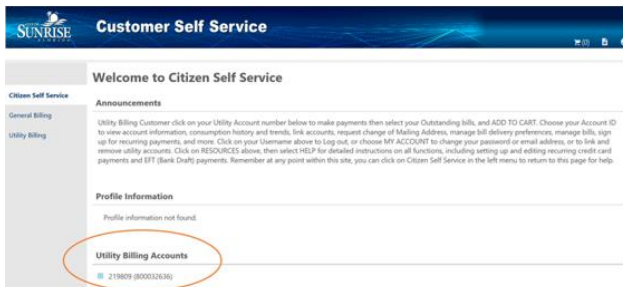
New Name1: MY, NAME  
New Name2:  
New Address1: THIS IS MY ADDRESS  
New Address2:  
New City: MY CITY  
New State: FL  
New Zip Code: 33064  
New Phone: 954-954-9544  
New Fax: 954-954-9544  
New Email: [REDACTED]

## How to Manage Bill Delivery Preferences

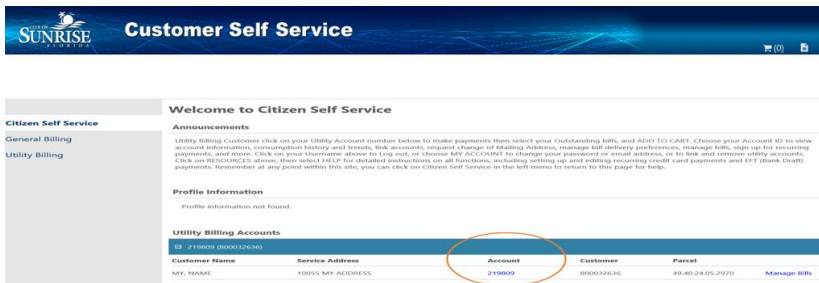
1. Click [Login](#). Enter your email address and password on the following page, then click [Sign In](#).



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



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



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- 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

- 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

- 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](#)

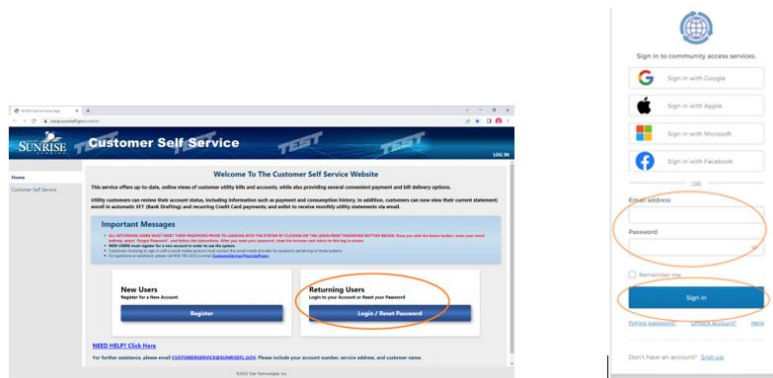
Account Number 00338  
Customer Name CITY OF SUNRISE  
Customer Number 49451  
Delivery Preference Email test@asi.com

Instructions continued on next page

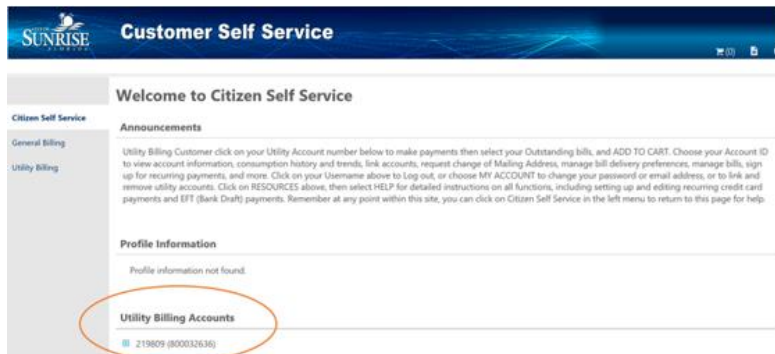
## How to Make a Payment

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

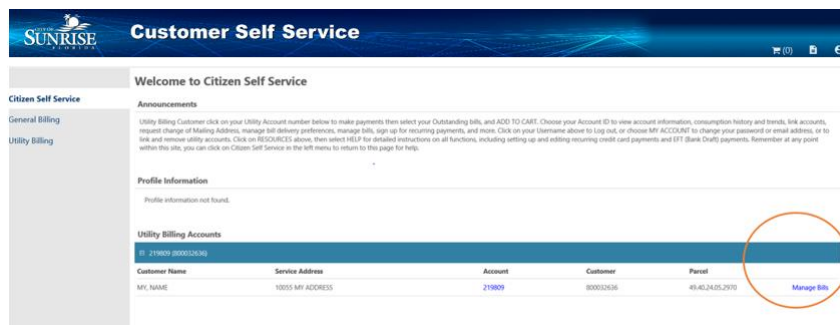
1. Click [Login](#). Enter your email address and password on the following page, then click [Sign In](#).



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 (last years 2019 to 2020 only)	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Bill Details
<input checked="" type="checkbox"/>	43136	10/15/2020	11/9/2020	\$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 (last years 2019 to 2020 only)	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Bill Details
<input checked="" type="checkbox"/>	43136	10/15/2020	11/9/2020	\$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.

**Customer Self Service**

**Shopping Cart Review**  
Cart Contents

UTILITY BILLING	Due	Being Paid	remove all
Utilities 43136	\$2,064.17	\$2,064.17	
<b>Subtotal</b>	<b>\$2,064.17</b>	<b>\$2,064.17</b>	
<b>Total</b>	<b>\$2,064.17</b>	<b>\$2,064.17</b>	

Close Pay

7. Click [Continue](#) to proceed with the payment process.

**Customer Self Service**

**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

8. You may alter the payment amount at this point, if you choose. Click [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

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9. Complete form, select [Payment Method](#), enter required billing information and validation, then click [Make Payment](#).

### BILLING INFORMATION

Time left: 9 minutes, and 54 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip:  /

Phone:





Email:

Total Amt:


Description:

---

### PAYMENT INFORMATION







Payment Method:

I'm not a robot  [Privacy - Terms](#)

Powered by [Bridgepay Network Solutions](#).

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



## BridgePay

NETWORK SOLUTIONS

Sunrise Utility Online

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Your payment was successfully processed. Please print this receipt for your records.

---

### Payment Details

<b>Total Amount:</b>	.01
<b>Description:</b>	
<b>Invoice No.:</b>	43136
<b>Auth code:</b>	169919

Click [here](#) to return to Sunrise Utility Online

Instructions continued on next page

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11. 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
<b>Total Due:</b>					<b>\$4,255.43</b>

**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
<b>Total Due:</b>					<b>\$4,255.43</b>
<b>Total Selected:</b>					<b>\$2,123.40</b>

**Add to Cart**

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

- b) Click **Checkout**. You may have to click on **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
<b>Total Due:</b>					<b>\$4,255.43</b>
<b>Total Selected:</b>					<b>\$2,123.40</b>

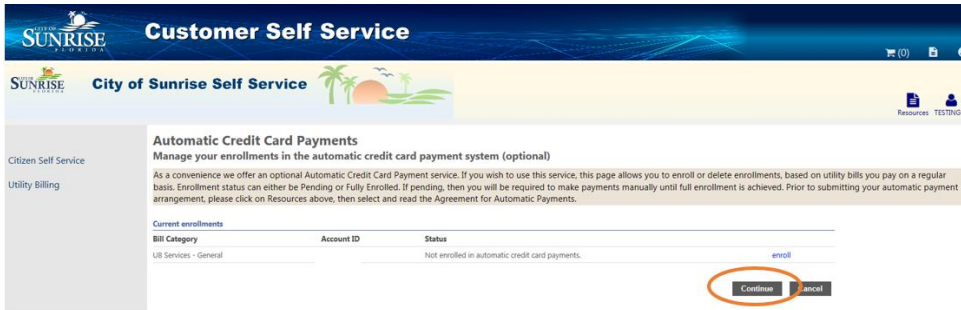
**Checkout**

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

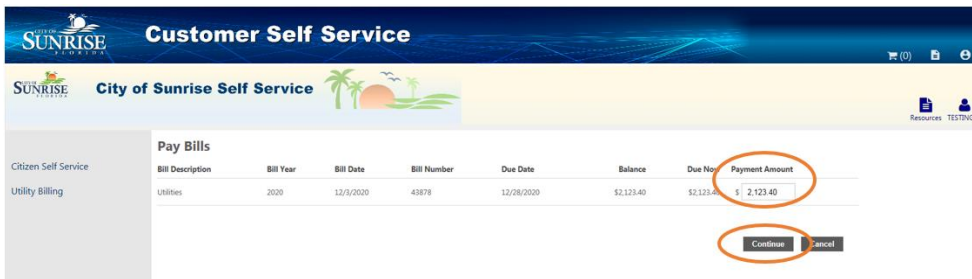
Instructions continued on next page

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c) Click [Continue](#).



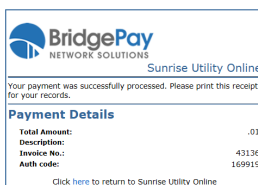
d) Make payment amount changes here. You may increase or decrease the amount shown. Once you enter the total amount you wish to pay, click [Continue](#).



12. Complete form, select [Payment Method](#), enter required billing information and validation, then click [Make Payment](#).



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



## How to Set Up/Edit Recurring Credit Card Payments

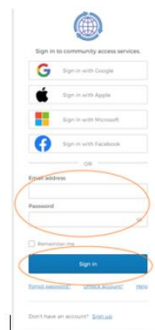
### AUTOMATIC PAYMENT AGREEMENT (Please read before enrolling in any recurring payments)

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 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.

**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](#).



2. 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 divided into sections: 'Announcements' (with a paragraph of text), 'Profile Information' (stating 'Profile information not found.'), and 'Utility Billing Accounts'. The 'Utility Billing Accounts' section is circled in red and contains a single entry with the account number '219809 (800032636)'.

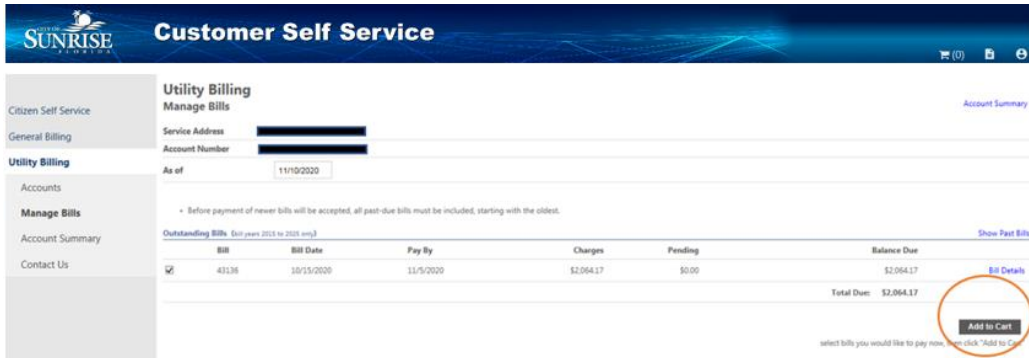
3. Click [Manage Bills](#) on the account to be paid

This screenshot shows the 'Customer Self Service' portal with a table of 'Utility Billing Accounts'. The table has five columns: 'Customer Name', 'Service Address', 'Account', 'Customer', and 'Parcel'. The 'Account' column contains the value '219809'. To the right of the table, a 'Manage Bills' link is circled in red.

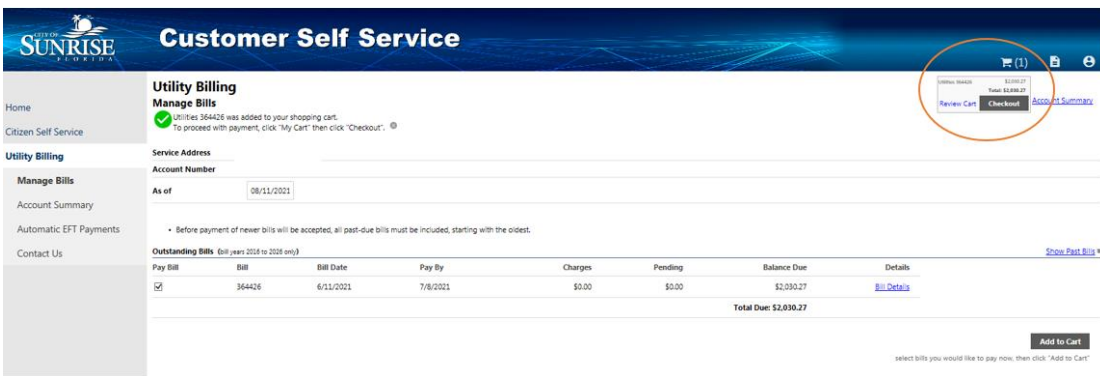
Customer Name	Service Address	Account	Customer	Parcel
MY NAME	1005 MY ADDRESS	219809	800032636	494024052970



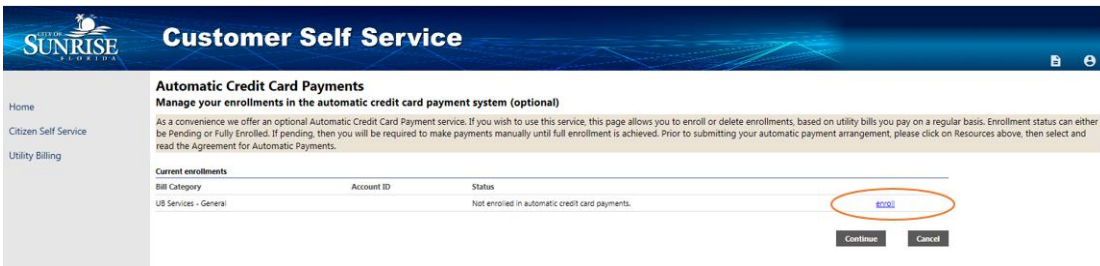
4. Click [Add to Cart](#)



5. Click [My Cart](#) and choose [Checkout](#).



6. Click [Enroll](#).





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7. Click [Continue](#). Please notice that you will need to complete at least 1 successful manual credit card payment before full enrollment will be established.

Note:

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

**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
UB Services - General		Enrollment pending completion of a manual payment

[delete](#)

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

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

Pay Bills	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	\$1,001

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

[Back to Contents](#)

9. Complete form, select [Payment Method](#), enter required billing information and validation, then click [Make Payment](#).

**BILLING INFORMATION**
Time left: 9 minutes, and 54 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip:  /

Phone:

Email:

Total Amt:

Description:

**PAYMENT INFORMATION**

Payment Method:

I'm not a robot

Powered by Bridgepay Network Solutions.

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

**BridgePay**  
NETWORK SOLUTIONS

Sunrise Utility Online

---

Your payment was successfully processed. Please print this receipt for your records.

---

**Payment Details**

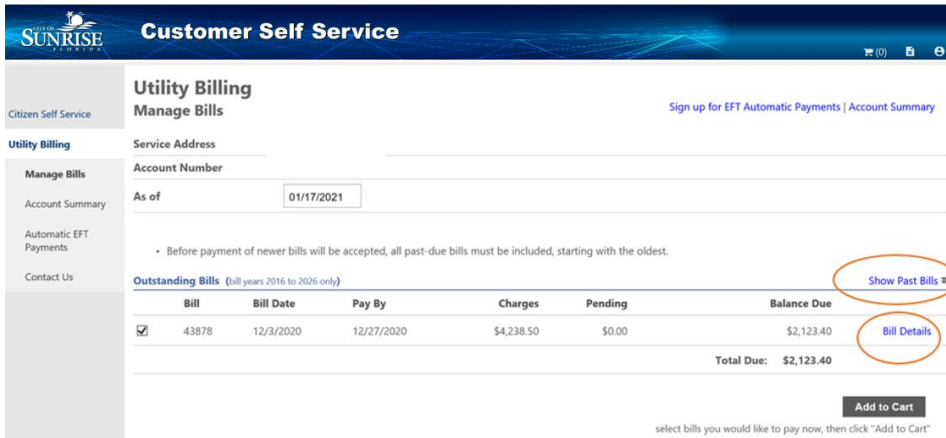
<b>Total Amount:</b>	.01
<b>Description:</b>	
<b>Invoice No.:</b>	43136
<b>Auth code:</b>	169919

Click [here](#) to return to Sunrise Utility Online

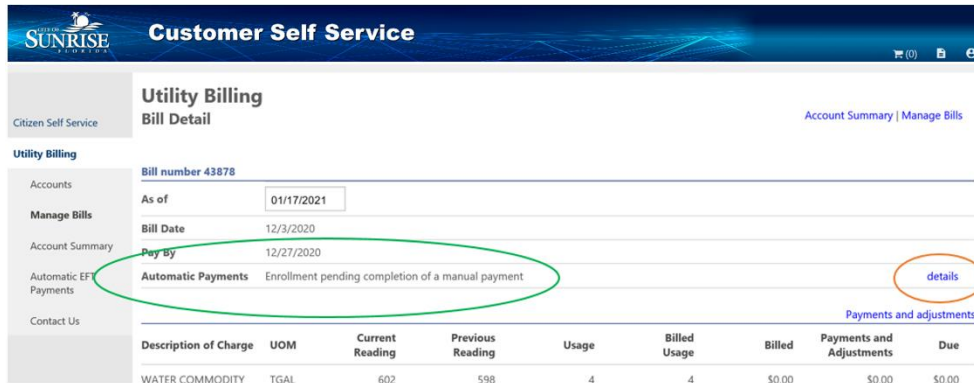
Instructions continued on next page

[Back to Contents](#)

11. 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.
12. To delete the Recurring Credit Card after you have logged out of the system, from the Utility Billing Manage Bills screen, if you have a pending bill payment, you may click on [Bill Details](#).  
If you have a zero balance \$0 or no pending bills, click on [Show Past Bills](#).



13. On the page that follows, click on [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, click on [Details](#).



Instructions continued on next page

[Back to Contents](#)14. Click on [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**

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

Delete Enrollment
Close

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

**City of Sunrise** Customer Self Service

**Utility Billing**  
Bill Detail

Account Summary | Manage Bills

Bill number 43878

As of	01/17/2021
Bill Date	12/3/2020
Pay By	12/27/2020
<b>Automatic Payments</b>	Not enrolled in automatic credit card payments. <a href="#">details</a>

Instructions continued on next page

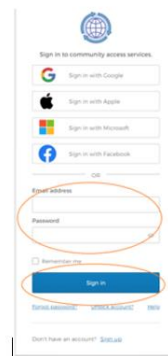
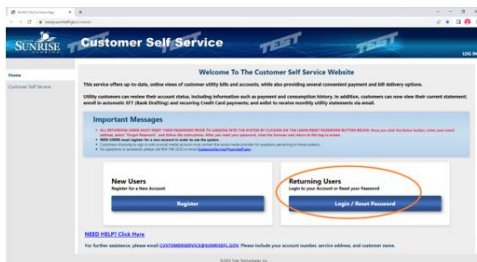
## How to Set Up/Edit Electronic Funds Transfers (EFT)/Bank Drafts

### 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](#).



- 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 three sections: 'Announcements', 'Profile Information', and 'Utility Billing Accounts'. The 'Utility Billing Accounts' section is circled in orange and displays the account number '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 three sections: 'Announcements', 'Profile Information', and 'Utility Billing Accounts'. The 'Utility Billing Accounts' section is circled in orange and displays a table with columns for Customer Name, Service Address, Account, Customer, and Parcel. The 'Manage Bills' button is circled in orange.

Customer Name	Service Address	Account	Customer	Parcel	
MY NAME	1055 MY ADDRESS	219809	800032636	49.40.24.05.2970	<a href="#">Manage Bills</a>

[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 219809

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](mailto: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 apply)   
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 VAN ORIN
Bank telephone	815 638-2111
Routing number	800009175
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@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.

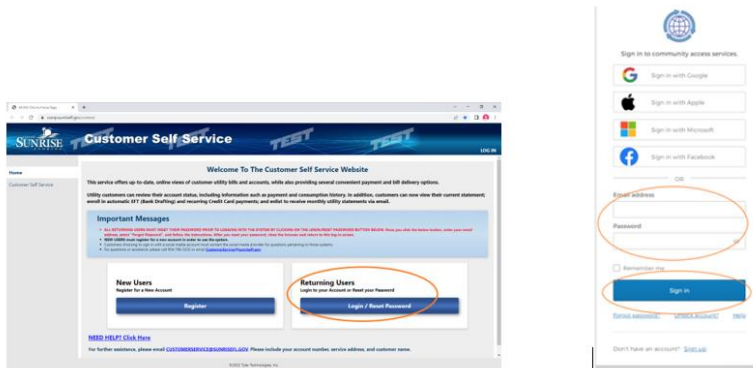
Bank routing number \* (9 digits)

Confirm routing number \*

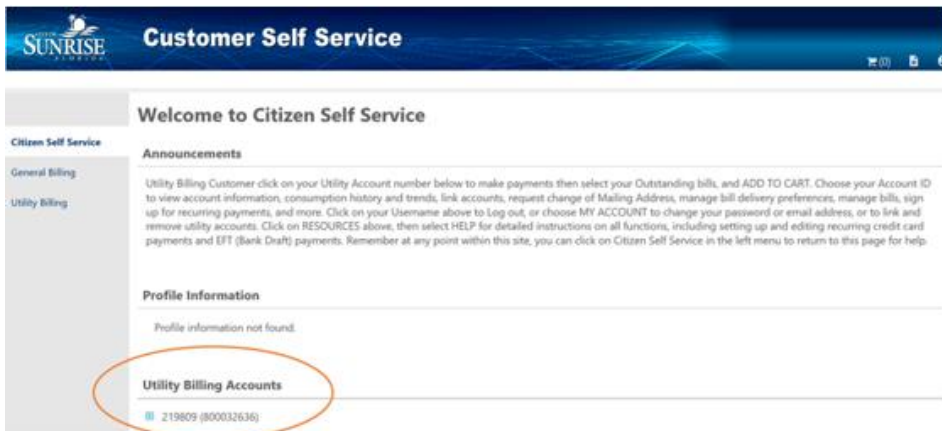
Bank phone number \*

## How to View Your Bill Images

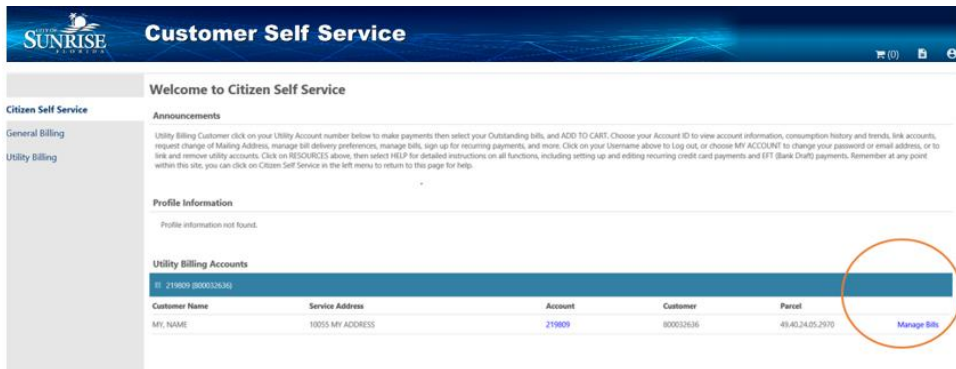
1. Click [Login](#). Enter your customer email address and password on the following page, then click [Sign In](#).



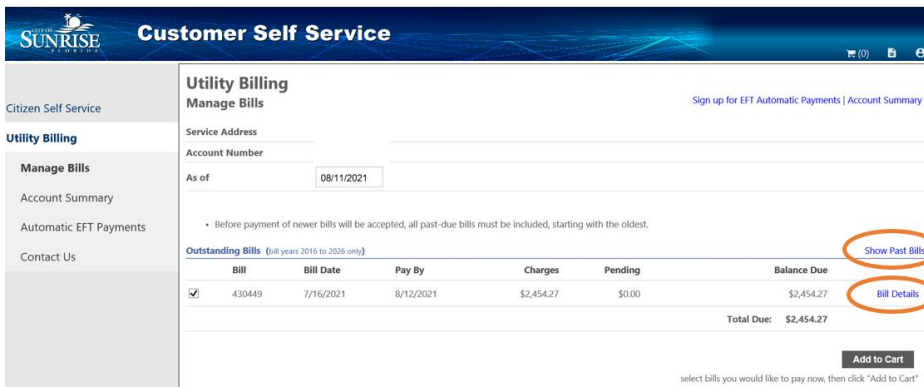
2. Click on your Account Number under **Utility Billing Accounts**.



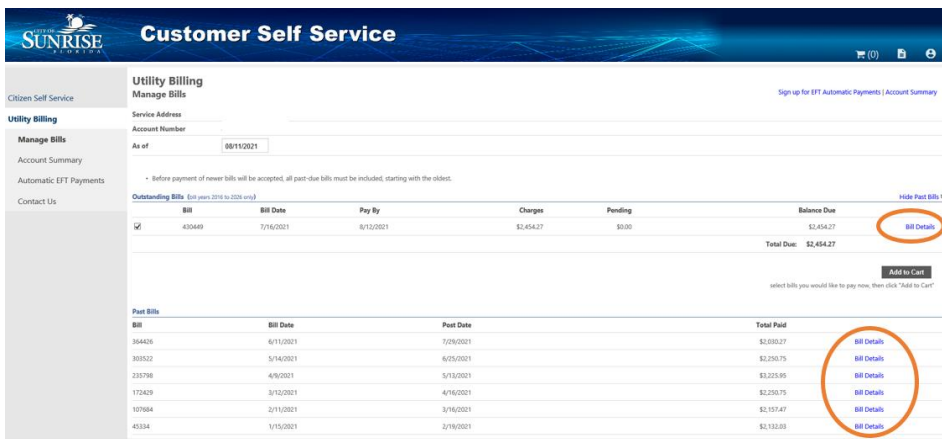
3. Click [Manage Bills](#) on the account to be researched.



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.

**Customer Self Service**

Utility Billing  
Bill Detail

Account Summary | Manage Bills

[View bill image](#)

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](http://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			
<b>WATER METER READS &amp; CONSUMPTION:</b>											
<b>(THOUSAND GALLONS USED)</b>											
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			