

New On Line Utility Billing Information and Payment Options

The City is excited about providing our utility billing customers more payment options and better accessibility to their billing information. This change will include the following:

- Secure access to their account information including consumption and billing history
- Payment options to include a more streamline credit or debit card processing or e-check ability
- Current reflection of activity

Beginning in May all City Utility Customers will have the ability to set up a username and password for secure access to their utility billing information. Setting up the account is simple and should take a few minutes. The City of Poulsbo's website link for utility payments will direct the customer to a login screen where they can login or register for first time users.

When paying on-line the customer will have the option to pay by credit or debit card and the new option of electronic check. The City will continue to take payments by phone, mail and in person, but a small charge to pay by phone will be implemented beginning July 1, 2015. The City intends in the near future to set up a computer kiosk in the lobby to provide the option of customers to access their utility accounts.

All customers who have scheduled automatic ACH payments will NOT be affected, but will still have the ability to set up an account and view their account information at any time.

Below are some of the new screens customers will see when choosing to make utility payments on-line.

The following screen will be displayed, where customers can choose to activate their account or log-in to an account has previously been set up.

SunGard Pentamotion Applicat... x eFinancePlus - CITY OF PO... x Welcome to eGovPLUS - Login x +

https://www03.sphost.net/eGovPLUS/eGovPlusPOU/entity/login_main.aspx

April 24, 2015 - 1:13 PM My Account | Disclaimer | Privacy Policy

I Want To ... Forms Help Contact Us Home Log In

Welcome to City of Poulsbo's online utility services portal, eGovPLUS.

This portal provides you with the ability to:

- Access billing information
- Review consumption history
- Make a payment on your Utility Bill

eGovPLUS Connecting People and Public Services.

LOG IN

Username:

Password:

[I forgot my password](#)

If you are a new user and already receive a bill from City of Poulsbo [activate your account here](#).

If you are a new user and would like to use the online services but do not receive a bill from City of Poulsbo [register here](#).

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Your privacy is important to us, for more information see our [privacy policy](#).

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After choosing to 'activate your account here' the following screen will appear.

The screenshot shows a web browser window with the URL <https://www03.spihost.net/eGovPLUS/eGovPlusPOU/entity/activate.aspx>. The page header includes the City of Port Moody logo and navigation links: [I Want To ...](#), [Forms](#), [Help](#), [Contact Us](#), [Home](#), and [Log In](#). The main content area is titled "ACTIVATE YOUR ACCOUNT". Below the title is a dropdown menu labeled "Type of Account: Select Account Type". A green arrow points to this dropdown menu. To the right of the arrow, a text box contains the instruction: "Type of Account from the drop down menu choose 'Utility Bill' then hit 'enter' on your keyboard". Below the dropdown menu, there are two links: [Log in here](#) if you have already registered or activated your account, and [Register here](#) if you are a new user and would like to use the online services but do not receive a bill from the Municipality. At the bottom of the page, there is a disclaimer: "Use of this website constitutes your acceptance of the [website disclaimer](#) and [terms of use](#). Your privacy is important to us, for more information see our [privacy policy](#)." and a copyright notice: "Copyright © 2008 - THE PLUS SERIES ® - All Rights Reserved".

The following screen will then appear.

The screenshot shows a web browser window with the URL https://www03.spihost.net/eGovPLUS/eGovPlusPOU/entity/activate_next.aspx?acct_type=UB. The page header includes the City of Port Moody logo and navigation links: [I Want To ...](#), [Forms](#), [Help](#), [Contact Us](#), [Home](#), and [Log In](#). The main content area is titled "UTILITY BILLING ACCOUNT". Below the title, there is a red text prompt: "All fields below are all required." with a green arrow pointing to the input fields. The input fields are labeled "Account Number:", "Property Address:", and "Customer Name:". Below these fields is a note: "(Enter name and address exactly as it appears on bill)". There is an "Activate" button below the input fields. To the right of the input fields, a text box contains the instruction: "Information must be entered exactly as it appears on the utility bill. **Account numbers must be entered in the following format:** XXXXX-XX". Below the input fields, there are two links: [Log in here](#) if you have already registered or activated your account, and [Register here](#) if you are a new user and would like to use the online services but do not receive a bill from the Municipality. At the bottom of the page, there is a disclaimer: "Use of this website constitutes your acceptance of the [website disclaimer](#) and [terms of use](#). Your privacy is important to us, for more information see our [privacy policy](#)." and a copyright notice: "Copyright © 2008 - THE PLUS SERIES ® - All Rights Reserved".