

GETTING STARTED - CITY OF WEST PALM BEACH ONLINE

Welcome, this user guide was designed to assist you with the procedures of setting up an online "Profile" and maintaining multiple utility accounts from one single "Profile".

Once you have configured your Profile you will be able to pay balances on multiple accounts from one single "profile".

STEP1: ACCESSING THE ONLINE PROFILE WEBSITE

Please start by accessing the Public Utilities website at <http://www.wpb.org/utilities>

OR

From the City's home page; under the " Popular Links" menu, select the "Public Utilities" link.

The screenshot shows the City of West Palm Beach website homepage. At the top, there is a navigation menu with links for CITY HOME, NEWS, MAPS / DIRECTIONS, FREQUENTLY ASKED QUESTIONS, DEPARTMENTS & DIVISIONS, and MEETINGS / AGENDAS. Below the navigation menu is a search bar. The main content area is divided into several sections. On the left, there is a 'CITY NON-EMERGENCY 24 HOUR HOTLINE' section with a 'LEARN MORE' button. In the center, there is a 'NEWS AND EVENTS' section with three featured items: 'WATER RESTRICTIONS TWICE-A-WEEK YARD WATERING NOW IN EFFECT', 'Palm Cast', and 'VISION STATEMENT FOR THE CITY'. Below this is a 'WELCOME FROM MAYOR LOIS FRANKEL' section. The 'POPULAR LINKS' section is highlighted with a red box around the 'Public Utilities' link. Other popular links include Action Service Request, Waterfront/City Commons, City Commission, City Mission & Vision, City Charter, Code of Ordinance, Departments/Divisions, eGovPlus/One-Stop Shop, Employment, Getting Around, Golf Course Renovation, Meetings & Agendas, Procurement Division, and Services & Payments. The bottom of the page features four large image-based sections: 'CITY GOVERNMENT', 'HAPPENINGS [CITY EVENTS CALENDAR]', 'NEIGHBORHOODS', and 'PUBLIC PLACES'.

STEP 1a: PUBLIC UTILITIES WEBSITE

Once you have entered the Public Utilities home page you can access the online payments features by accessing one of the following links; My Account, Pay Online, or Utility Bill Payment.

CITY OF WEST PALM BEACH PO BOX 3506 WEST PALM BEACH, FLORIDA 33402 PH# (561) 822.1300

Public Utilities

utilities home service/info links innovative projects water quality **pay online** city home

SEARCH Search

Helpful information
Opening your account
My account
Sign up for ACH (automatic bank drafting)
Forms
Dispatch and services
Fats, oil & grease & hazardous materials
Traffic division
Water & waste water rates
Frequently asked questions
Water quality reports
Engineering
Engineering standards
Public works
Service Emergencies

Our Mission
To develop long range strategic plans to meet future infrastructure and utility service needs for community growth, development and expansion, enhance public awareness of environmental surroundings, provide responsive, courteous and quality services in order to achieve customer satisfaction and improve the quality of life for the citizens of West Palm Beach.

Public Utilities Divisions

- WATER TREATMENT PLANT**
water treatment plant
waste treatment plant updates
organizational chart
- LABORATORY SERVICES**
laboratory services
laboratory service updates
organizational chart
- WATER RESOURCES & PUMPING OPS**
water resources & pumping ops
organizational chart #1
organizational chart #2
- WATER DISTRIBUTION / SANITARY COLLECTION**
water distribution / sanitary
organizational chart #1
organizational chart #2

online utility bill payment click here

AUTOMATIC BANK DRAFT
an easier way to pay your bill
click here

Public Utilities News Release
Enter

Water Treatment Plant Updates

Public Utilities
phone: 561/ 822-1300
P.O. Box 3506
West Palm Beach, Florida
33402-3506

STEP 1b: ENTERING THE ONLINE PROFILE WEBSITE

By following any of the three links outlined in step 2 you will be directed to our “Paying Your Utility Bill” web page (http://www.wpb.org/utilities/ways_to_pay.html).

Note: There are numerous options available for making Utility Bill payments. This guide will focus on utilizing the new Online Profile or E-Pay online option.

Select and click on the e-Pay icon.

The screenshot shows the website header with the City of West Palm Beach logo and contact information. The main navigation bar includes links for 'Utilities home', 'Service/info links', 'Innovative projects', 'Water quality', 'Pay online', and 'City home'. A search bar is located on the right. The left sidebar contains a 'Helpful information' menu with links such as 'Opening your account', 'My account', 'Sign up for ACH (automatic bank drafting)', 'Forms', 'Dispatch and services', 'Fats, oil & grease & hazardous materials', 'Traffic division', 'Water & waste water rates', 'Frequently asked questions', 'Water quality reports', 'Engineering', 'Engineering standards', 'Public works', and 'Service Emergencies'. Below the menu is contact information for Public Utilities: phone: 561/ 822-1300, P.O. Box 3506, West Palm Beach, Florida 33402-3506. The main content area is titled 'Paying Your Utility Bill' and contains the following text: 'The City knows that convenience is important to you. That is why we make it as easy as possible for you to manage your City of West Palm Beach Utility account online. You have several options to pay your bill using Visa, Master Card or your financial institution's checking account. You must have your utility account number and service address, routing (DO NOT use numbers from your deposit slip) and bank account numbers or credit card information ready. **These services are available 7 days a week 24 hours a day and are free of charge.**' Below this text are four options: 'English' (with a US flag icon), 'Español' (with a Spanish flag icon), 'e-Pay ONLINE' (with an 'e-Pay' icon and a red box around it), and 'FREQUENTLY ASKED QUESTIONS' (with a question mark icon). A red line originates from the text 'Select and click on the e-Pay icon.' and points directly to the 'e-Pay ONLINE' option.

STEP 2: GETTING STARTED - CREATING A NEW PROFILE

You should now be viewing the Online Profile entry screen. From this screen can set-up your Profile. To do so click on the “Create New Profile” link (located at the lower left portion of the dialog box).

The screenshot shows the website interface for Public Utilities Customer Service. At the top, there is a navigation bar with links: HOME, QUESTIONS?, SERVICE INFORMATION, WATER QUALITY, MONTHLY WATER & WASTE WATER RATE SCHEDULE, and CONTACT US. Below this is a banner with the city seal and the text "Public Utilities Customer Service". A secondary navigation bar includes "online bill payments", "CITY OF WEST PALM BEACH", "P.O. BOX 3506 WEST PALM BEACH, FLORIDA 33402", and "PH# 822.1300".

On the left side, there is a sidebar with contact information: "CITY OF WEST PALM BEACH PUBLIC UTILITIES CUSTOMER SERVICE PHONE: (561) 822-1300 P.O. BOX 3506 WEST PALM BEACH FLORIDA 33402". Below this is a photo of a white egret and a VeriSign Secured logo with the text "ABOUT SSL CERTIFICATES".

The main content area features a "Login" dialog box. The dialog box has a title bar "Login" and a language dropdown set to "English (United States)". The text inside reads: "Your login is the email address you used when you signed up for this service. Please refrain from using your browser's back button. Instead, use the buttons and links provided to navigate this application." Below this text are two input fields labeled "Login:" and "Password:", followed by a "Login" button. At the bottom of the dialog box, there are two links: "Create New Profile?" (which is highlighted with a red box) and "Lost Password?". A red line points from the text in the previous block to the "Create New Profile?" link.

STEP 2a: ENTERING YOUR PROFILE DETAILS

Please enter your name, email address, phone number, and set a password. The information you enter on this screen will be utilized on your MAIN profile. **Please keep your password in a safe place.**

Create New Profile

Your Name: *

Email Address: *

(Confirmation and Instructions will be sent to this E-mail. Please be aware that due to a high volume of E-Mail traffic you may experience a delay receiving this E-Mail.)

Confirm Email: *

Phone:

Password: *
(max 30 characters)

Confirm Password: *

** Required Field*

Once you hit the “Create Profile” button you will receive the following confirmation message. Please check your email for a profile activation link.

Thank You

You will receive an email message that will contain a link. Clicking the link will allow you to activate your profile. Once your profile has been activated, you can edit your profile, view current balances, pay your bill, print your bill, review accounts history and water consumption.

From the activation link in your email you will be directed to the Activation screen. We suggest you take this opportunity to add all your accounts to your new profile. Please continue by clicking on the “Add a Utility City Account to your Profile” link.

Your Profile Has Been Activated

[Add a Utility City Account to your Profile.](#)

[Logout - Your Profile Will Be Saved](#)

STEP 3: ADDING ACCOUNTS TO YOUR PROFILE

For this step you will need the account numbers and house number for each account you wish to link to your MAIN profile.

Start by entering your first account number and house number. Next, click the “Verify” button.

Attach Your Utility Account to Your Profile

Your account number is shown on your bill. Please enter the 1st 10 digits of your account number and the house number of your service address.

Account Number: *

House Number: *

** Required Field*

STEP 3a: Once the account has been verified you may provide a Nickname. Please review the account information and click in the checkbox to validate that the information displayed is correct. Continue by clicking on the “Complete Attachment button”.

Confirm Account Information

Name On Account	DOE,JOHN
Account Number	1234567890
Service Address	200 MAIN ST

If you would like to give this account a simple, easy to recognize nickname, please do so here:




Account Nickname (You can change this if you wish to.)

Please indicate that you have verified that the above information is correct by selecting the checkbox.


STEP 3b: Congratulations! Your online profile has been created. You should now be viewing the "Summary of Accounts" screen for your Profile.

Summary of Accounts

Customer Information	
Name:	John Doe
Email:	jd@email.com
Phone:	561-000-0000

Customer Tools	
	Manage Profile
	Manage Account(s)
	Logout

Instructions: For consumption history, payment history, or a statement detail, please click on the account number link that you would like to view.

Attached Accounts					
Nickname	Account #	Service Address	Pay	Balance	 Pay Amount
JD	1234567890	200 MAIN ST	<input type="checkbox"/>	282.08	<input type="text" value="282.08"/>
Selected Payments Total					0.00

[Pay with Credit Card](#)

[Pay with eCheck](#)