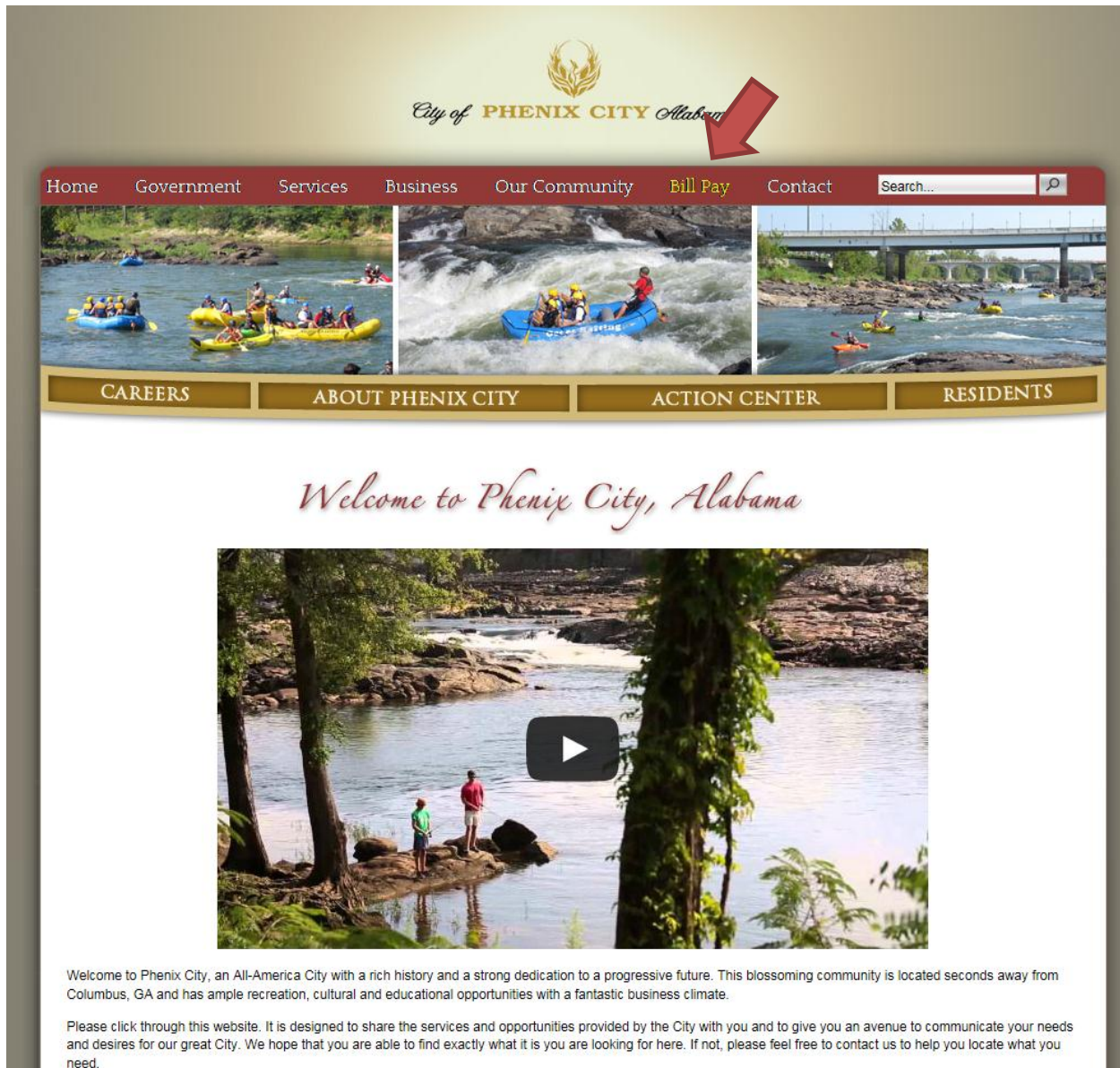


How to Register and Create a Phenix City Utilities Online Bill Pay Account:

Step 1 – Go to www.phenixcityal.us and click on the “Bill Pay” link in the top navigation.



City of PHENIX CITY Alabama

Home Government Services Business Our Community **Bill Pay** Contact Search...

CAREERS ABOUT PHENIX CITY ACTION CENTER RESIDENTS

Welcome to Phenix City, Alabama

Welcome to Phenix City, an All-America City with a rich history and a strong dedication to a progressive future. This blossoming community is located seconds away from Columbus, GA and has ample recreation, cultural and educational opportunities with a fantastic business climate.

Please click through this website. It is designed to share the services and opportunities provided by the City with you and to give you an avenue to communicate your needs and desires for our great City. We hope that you are able to find exactly what it is you are looking for here. If not, please feel free to contact us to help you locate what you need.

Step 2 – Follow the on-screen instructions and click on “Register”.



Welcome to Citizen Self Service

Please click on "Register" below to create a login to access your account information.

If you choose to pay your bill online, there will be a convenience fee charged by the third party vendor who processes these payments. This charge will appear on the payment screen. If you do not want to pay the fee, please do not continue as the vendor **WILL NOT REFUND** your fee.

Payments made after 5:00pm may take up to 72 hours to process. Depending on the date and time of your payment, it could put your account in a delinquent status causing penalty fees and/or service disconnect.

If your services have been disconnected for non-payment of your bill, you must contact our office either by phone or in person to pay all charges due.

Office Hours: 8:00am to 5:00pm
Drive Thru Hours: 8:00am to 5:00pm
Phone #: (334) 448-2880
Fax #: (334) 291-4742

Log in to access

- Utility Billing

User name

Password

[Forgot your password?](#) | [Register](#)

Log in

[Home](#)

[Citizen Self Service](#)

[Utility Billing](#)

Step 3 – Enter a username, password, and email address for your account then click on the “Save” button.



Self-Registration

*User ID
(between 1 and 100 characters)

*Re-type user ID

*Password
(between 4 and 15 characters)

*Re-type password

*Password hint

*Email address

Enter these validation numbers into the box below them



Save

[Home](#)

[Citizen Self Service](#)

[Utility Billing](#)

Step 4 – Follow the on-screen instructions and click on “link to account” to view your account information and pay your bill.

PHENIX CITY ALABAMA

JDOE

Phenix City Utilities Online Bill Pay

Account Settings

Account Information

Now logged in as	JDOE
Last successful login	6/11/2015
Last failed login	6/11/2015
Password last changed	6/11/2015
Password expires in	1826 days Change Password
E-Mail address	mbauer@phenixcityal.us Change E-Mail Address

Linked Accounts

Click on "link to account" below and enter the Account # and Customer # listed on your bill. This will allow you to view your account information and pay your bill.

Utility Billing Accounts	Account	Customer	link to account
There are currently no linked accounts			

[Go To Module Homepage](#)

Home

Citizen Self Service

Step 5 – Enter the “Account #” and “Customer #” that is listed on your bill and click on the “Update” button.

PHENIX CITY ALABAMA

JDOE

Phenix City Utilities Online Bill Pay

My Cart (0 items)

Utility Billing Account Link Setup

What is the Account # listed on your bill? *

What is the Customer # listed on your bill? *

* indicates required field

Home

Citizen Self Service

Utility Billing

Contact Us

Step 6 – Click on your account #.

PHENIX CITY ALABAMA EST. 1885

JDOE

Phenix City Utilities Online Bill Pay

Account Settings

Account Information

Now logged in as	JDOE
Last successful login	6/11/2015
Last failed login	6/11/2015
Password last changed	6/11/2015
Password expires in	1826 days Change Password
E-Mail address	mbauer@phenixcityal.us Change E-Mail Address

Linked Accounts

Click on "link to account" below and enter the Account # and Customer # listed on your bill. This will allow you to view your account information and pay your bill.

Utility Billing Accounts [link to account](#)

Account	Customer	
<input type="text"/>	<input type="text"/>	remove

[Go To Module Homepage](#)

Home

Citizen Self Service

Congratulations! You now have access to your account information and can pay your bill online.

- Click on "Add to Cart" under the "Your Current Balance" section if you have a current balance on your account that you wish to pay online.
- Click on "details" under the "About Your Payments" section to view additional information about the payment.
- Click on "View Consumption" under the "Services" section to view your usage.



Utility Billing Account Summary

[Manage Bills](#)

[Link to Account](#)

Billing Account

Service Address 1007 17TH STREET SOUTH

Account Number 00000

Your Current Balance

Amount Due Now \$46.35 [Add to Cart](#)

Payment Due Date 6/26/2015

About Your Payments

Bill	Last Posted	Sum of Payments	
1345448	5/20/2015	\$46.35	details
1330938	4/13/2015	\$46.35	details
1316499	3/11/2015	\$46.35	details
1302059	2/10/2015	\$46.35	details
1287681	1/14/2015	\$46.35	details

Showing the 5 most recent payments only.

Customer Information

Name CITY OF PHENIX CITY

Address 1111 Broad St
Phenix City, AL 00000

Customer ID 0000

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER 5/8"	1WA	12/6/2013		ACTIVE	View Consumption
SEWER RESIDENTIAL	2SW	12/6/2013		ACTIVE	None
GARBAGE EXEMPTION	3EXP	12/6/2013		INACTIVE	None
GARBAGE 1 RESIDENTIAL	3TA	12/6/2013	12/7/2013	INACTIVE	None

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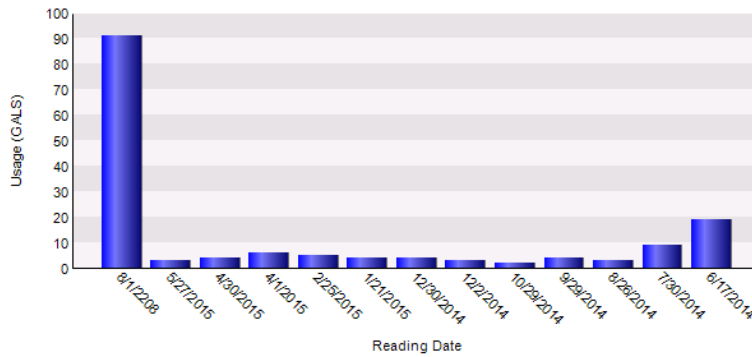
Utility Billing Consumption History

[Return to Account Summary](#)

WATER 5/8"

Read Date	Days	Usage (GALS)
8/1/2208	34	91
5/27/2015	27	3
4/30/2015	29	4
4/1/2015	35	6
2/25/2015	35	5
1/21/2015	22	4
12/30/2014	28	4
12/2/2014	34	3
10/29/2014	30	2
9/29/2014	34	4
8/26/2014	27	3
7/30/2014	43	9
6/17/2014	32	19

Consumption Trend



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- [Contact Us](#)