

## **Frequently Asked Questions**

### **How do I contact Customer Service?**

Our office hours are Monday-Friday 8:00 a.m. to 4:30 p.m. You may contact us either by phone at (763) 531-1114 or send an e-mail to [eUtilitybilling@crystalmn.gov](mailto:eUtilitybilling@crystalmn.gov) with eUtilityBilling in the subject line. Describe your problem and provide an e-mail address or phone number where you can be reached, along with your account number and customer number. If you are contacting us after hours, we will respond to your inquiry during normal business hours. For emergency water or sewer service after-hours, weekends or on a holiday, please call 911.

## **E Utility Billing**

### **What is eUtilityBilling?**

eUtilityBilling is a convenient, safe and secure online service the City of Crystal offers to its utility customers. With eUtilityBilling, you are able to:

- Pay your utility bill 24/7 with a Visa or MasterCard debit/credit card
- Receive an electronic copy of your bill instead of a paper copy
- View your balance due
- View your billing history
- View your water consumption history

### **How much does eUtilityBilling cost?**

It is free. There is no fee to pay your bill online.

## **ONETIME PAYMENTS**

You need not register to make a onetime payment. You can just click on “Make a Payment Now” on the left side of the screen. Enter your 8 digit customer number and 10 digit account number and click “Go”. You will be directed to a third party site to enter your payment information. Click “OK” and proceed. Your balance due will appear at the top of the screen. **Do not change any address fields, leave these fields as defaulted by the system. Only fill in credit card information.** You can pay the balance due or change it to any amount you wish to pay.

## **FIRST TIME USERS**

### **How do I sign up for eUtilityBilling?**

Go to the City of Crystal’s website at [www.crystalmn.gov](http://www.crystalmn.gov). Under “Online Services” click on the eUtilityBilling link. You then click “Register” to set up your personal account. You *must* select eBill. **After completion, log out of the Crystal web site (by clicking on the word ‘Logout’ on the lower right of the screen) and close your browser or your verification code will not process correctly.** Your registration will be processed immediately, and a verification code for your initial login will be emailed to you. You may begin making online payments immediately.

### **What information do I need to register?**

You will need your 10 digit account number and 8 digit customer number. These numbers can be found on your utility bill.

### **What can I use as my User Name?**

Your "User Name" can be anything you want and it is *not* case sensitive. We recommend that you use something that you will not forget (property address, first initial with last name, your email address).

### **What can I use as my password?**

Your password must be at least 7 characters long and *is* case sensitive. It can include any combination of numbers, letters or special characters, but does not need to include all of these.

### **What is my verification code?**

Once you are registered, a verification code will be sent to the email address you provided during registration. This verification code is required for your *initial* login to eUtilityBilling. If you do not receive your verification code, please call Utility Billing Monday through Friday between 8:00 a.m. and 4:30 p.m. at (763) 531-1114 or email [eUtilitybilling@crystalmn.gov](mailto:eUtilitybilling@crystalmn.gov).

## **LOGIN**

### **What if I can't log in/my password doesn't work?**

Your password *is* case sensitive. Please be sure to type the password using upper and lower case characters as needed. After 5 attempts of the incorrect password, the system will lock you out. After 10 minutes you will be unlocked and the system will allow you to click on "Retrieve Password".

### **What if I forget my password?**

You may request a password by clicking on "Retrieve Password" which is located on the login page. Enter your "User Name", then, click on "Retrieve Password". Your password will be sent to your email address.

### **How do I change my password?**

You can change your password any time by clicking on "Change Profile" on the left hand side of the screen and then click on the "Manage Password" tab.

### **What if I forget my User Name?**

If you forget your User Name, you can call the billing department during business hours at 763-531-1114 and we will email the current User Name on your account to the email address in the eUtilityBilling system. The City of Crystal cannot reset your User Name, only you can do that.

## **SECURITY**

### **How do I know my computer connection is secure?**

To ensure you are on a secure server, look for the padlock or key icon in the lower right hand corner of your internet browser. The padlock should appear locked and the key should appear connected to indicate a secure server. The symbol may not be visible on general information screens about the service, but will be reflected on any screens that will transmit your confidential account information. Another indication of a secure website is the web address bar. It will change from http://... To https://... The "s" indicates the hypertext transfer protocol (http) is secure.

## **EBILLS**

### **What are eBills?**

An eBill is an electronic copy of your utility bill. When registering for eUtilityBilling, you *must* elect to receive eBills. You will **no longer** receive a paper copy of your bill. You will be notified by email when your eBill is ready for viewing each quarter. If you choose to have paper copies of your bills mailed to you, after you have registered, you may go back into your account, select "Change Profile" then the "Manage Profile" tab to uncheck eBills.

### **How do I view my eBills?**

After logging in, click on "Billing History" on the left side of the screen, and then click on any of the dates under the "Bill Date" column to see the details of each bill. Anything billed after you elected to receive eBills, will have the word "View" under the "Web Bill" column. When you click on any of the "View" links, a separate window will pop up with your eBill. If you receive paper bills there will be no Web Bill to view. Due to a new utility billing system implemented in December 2006, only details of your bills from January 2007 to the present can be viewed.

### **I have signed up for eBills but do not see the word "View" under the Web Bill column?**

Utility bills received prior to signing up for eBill will not be available for view under the "Web Bill" column. You can see amounts billed under the "Bill Date" column.

### **I click on the word "View" under the Web Bill column, but nothing happens?**

If you click on the word "View" under the "Web Bill" column and are unable to see the bill, you may have to turn off your pop up blockers. On the top toolbar, click on *Tools, Pop-up Blocker*. Make sure the setting is set to "*Turn off Pop-up Blockers*".

## **ONLINE PAYMENT PROBLEMS**

### **I am trying to make a payment online, but am unable to proceed. What's wrong?**

Once you select your payment method and click "Go" and you will be directed to a 3rd party site. Make sure to click "OK" on the message notifying you that you are being redirected. If you still don't see another window with your payment options, your pop-up blocker may not be allowing the payment site to open. On the top toolbar, click on *Tools, Pop-up Blocker*. Make sure the setting is set to "*Turn off Pop-up Blocker*". Make sure you change *no* address information in the payment screen.

### **Will I receive confirmation of my online payment?**

After you make a payment with a credit card, a screen confirming successful payment will show the payment card, date, time and amount. You may print a copy of this confirmation screen for your records.