



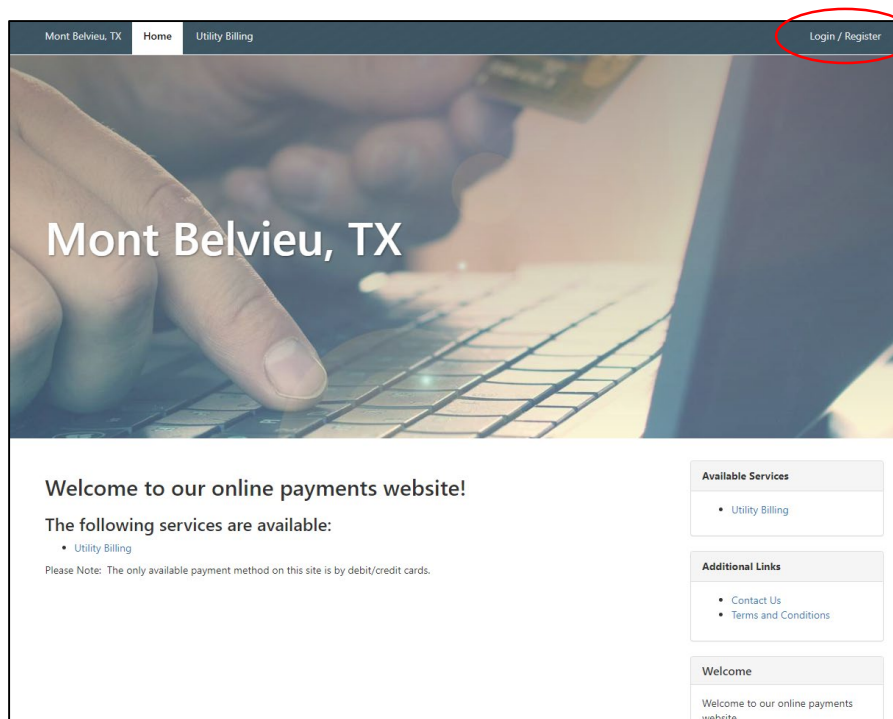
City of Mont Belvieu Municipal Online Payments Guide

The City of Mont Belvieu is proud to offer its residents an Online Payments Portal. This portal will enable residents to view their bills, transaction history, and consumption history, as well as to make payments online and more! Please note making a payment with a credit card will result in a \$1.25 fee to the resident. However, the City offers other ways to make a payment without a fee: ACH withdrawal, mailing a check, the payment drop box outside City Hall, or visiting our Utility Billing windows to make a payment in person. Whether you pay in person, ACH, or online, all transactions will show up in your Transaction History on this portal. Please use this guide to register your account, as well as learn about other features offered through the portal!

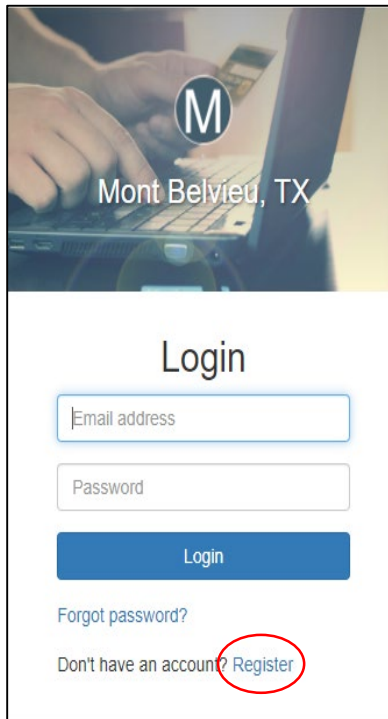
***Please note you will need your account number and last billed amount during the registration process.**

Step 1: Open web browser to <https://www.municipalonlinepayments.com/montbelvieux>.

Step 2: In the top right-hand corner, click on LOGIN/REGISTER.



Step 3: Click on REGISTER.



Mont Belvieu, TX

Login

Email address

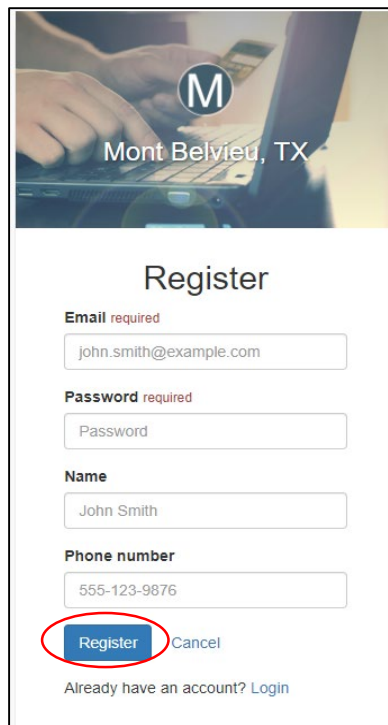
Password

Login

[Forgot password?](#)

Don't have an account? [Register](#)

Step 4: Enter your email, a password, your name, phone number, and click REGISTER.



Mont Belvieu, TX

Register

Email required

john.smith@example.com

Password required

Password

Name

John Smith

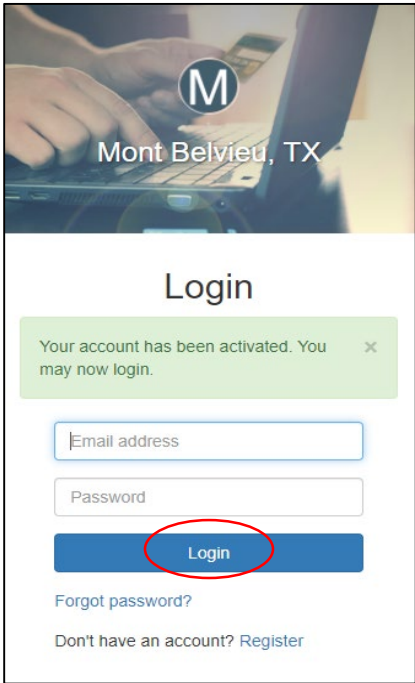
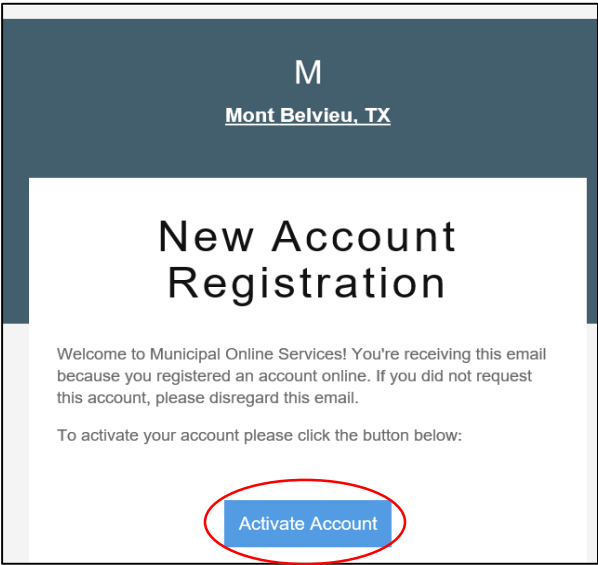
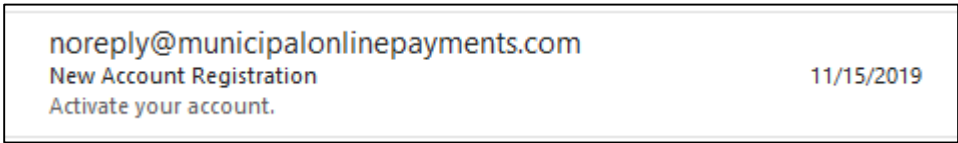
Phone number

555-123-9876

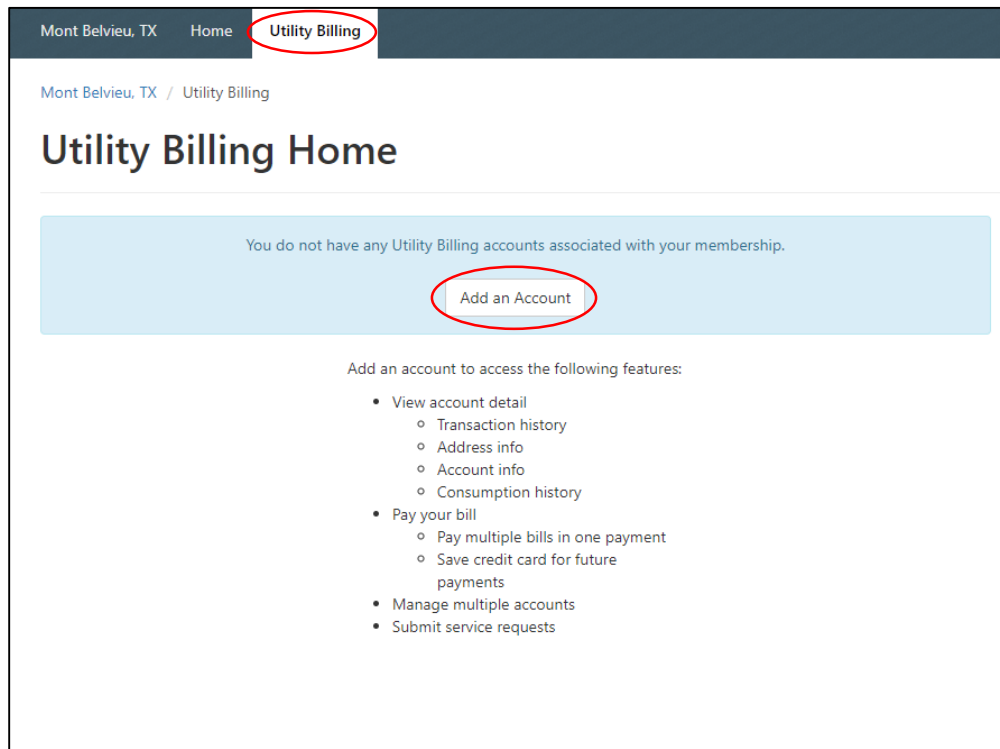
[Register](#) [Cancel](#)

Already have an account? [Login](#)

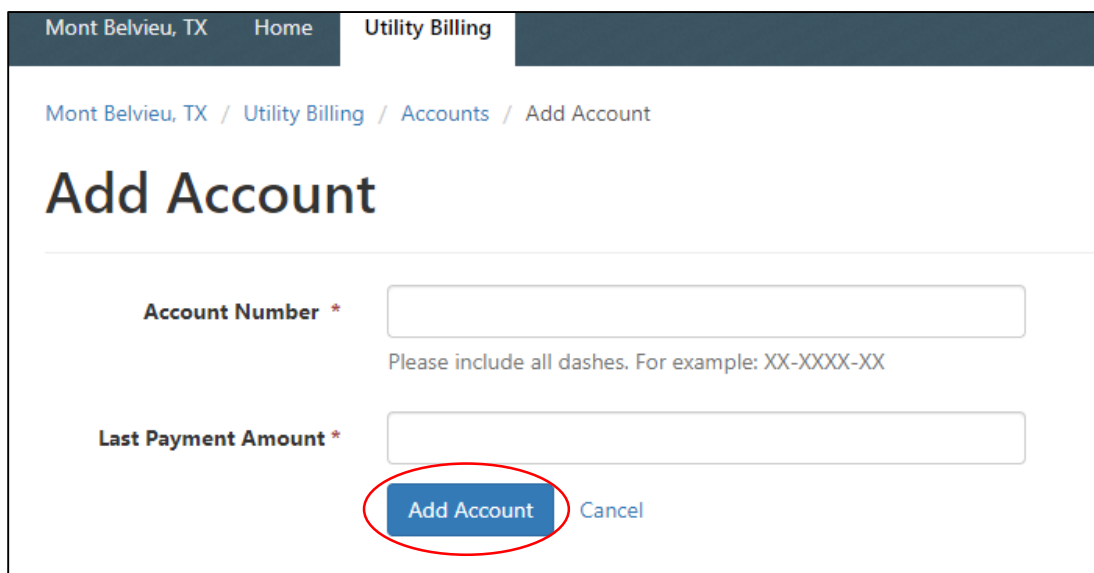
Step 5: The portal will send you an email requesting activation from noreply@municipalonlinepayments.com. Please click ACTIVATE ACCOUNT and proceed to LOGIN.



Step 6: Navigate to the UTILITY BILLING tab in the top ribbon, and click ADD AN ACCOUNT.



Step 7: Enter your account number, last payment amount, then click ADD ACCOUNT.



Step 8: Your screen should now look like this:

Mont Belvieu, TX Home Utility Billing

Mont Belvieu, TX / Utility Billing

Utility Billing Home

Accounts Add Account

Account Number	Address	Last Payment	Balance	Pay
13-0003-02 Active	[REDACTED]	(\$132.39) 11/12/2019	View Bill \$0.00 Due 11/12/2019	Pay Account

Online Services

- Utility Billing Home
- Manage Accounts
- Sign up for reminders
- Email Reminder Settings

Need Help?

- Submit Service Request
- Contact Us
- 281-576-2213

Announcement

Office Hours are Monday through Friday from 8am to 5pm.

Congratulations! You have successfully logged into your account. Now let's get started.

If you experience any issues with creating your account, please call us at (281) 576-2213 for assistance.

The next few screens will walk you through what the portal has to offer:

- Account Detail
- Transaction History
- Address Information
- Account Information
- Consumption History
- Signing up for Reminders (text, phone, email)
- Submitting a Service Request
- Contact Us
- Announcements

From the Utility Billing home screen (Login, Utility Billing tab in top ribbon), you can view a pdf of your bill, make a payment, or click on the Account Number to retrieve account specific information. Should you have more than one water account, you can add an additional account on this screen.

Utility Billing Home

Accounts Add Account

Account Number	Address	Last Payment	Balance	Pay
13-0003-02 Active	[Redacted]	(\$150.60) 12/10/2019	View Bill \$0.00 Due 1/14/2020	Pay Account ▾

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Clicking on the Account Number from the previous screen will take you to the ACCOUNT DETAIL tab. This tab provides a high level snapshot of your account.

Mont Belvieu, TX Home Utility Billing User Profile

Mont Belvieu, TX / Utility Billing / Accounts / Account Detail

Account Detail

[Redacted]
13-0003-02
[Redacted]
This account is active.

Balance: \$0.00
Payment ▾

Account Detail
Transaction History
Address Info
Account Info
Consumption History

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Balance Summary

Prior Account Balance	\$0.00
Current Bill (Due 1/14/2020)	\$157.90
Transactions Since Current Bill	(\$75.00)
Pending Payments	(\$82.90)
Account Balance	\$0.00

Recent Bills

Date	View Bill (PDF)
12/19/2019	View Bill

Transaction History will provide a detail of bills and payments. You can filter the transactions to help you search. Transactions will go back as far as one year.

Mont Belvieu, TX / Home / Utility Billing

Mont Belvieu, TX / Utility Billing / Accounts / Transaction History

Transaction History

13-0003-02
This account is active.

Balance: \$0.00
Payment -

Account Detail | **Transaction History** | Address Info | Account Info | Consumption History

Find Transactions
Start Date: 12-02-2018 | End Date: 12-02-2019 | Search

Transactions from 12-02-2018 to 12-02-2019 | Page 1 of 3

Date	Description	Amount	Running Balance
11/20/2019	Bill	\$150.60	\$150.60
11/12/2019	Bank Draft Payment	(\$132.39)	\$0.00
10/21/2019	Bill	\$132.39	\$132.39
10/15/2019	Bank Draft Payment	(\$145.24)	\$0.00
9/19/2019	Bill	\$145.24	\$145.24
9/10/2019	Bank Draft Payment	(\$72.53)	\$0.00
8/21/2019	Bill	\$72.53	\$72.53
8/13/2019	Bank Draft Payment	(\$59.96)	\$0.00
7/22/2019	Bill	\$59.96	\$59.96
7/10/2019	Bank Draft Payment	(\$70.24)	\$0.00

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Address Information provides the metered and non-metered services associated with the registered address.

Mont Belvieu, TX / Home / Utility Billing

Mont Belvieu, TX / Utility Billing / Accounts / Address Information

Address Information

13-0003-02
This account is active.

Balance: \$0.00
Payment -

Account Detail | Transaction History | **Address Info** | Account Info | Consumption History

Metered Services

Service	Meter #	Meter Location
WATER	74312398	

Non-Metered Services

- SEWER
- SOLID WASTE
- SOLID WASTE
- MB LINK

Online Services

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Need Help?

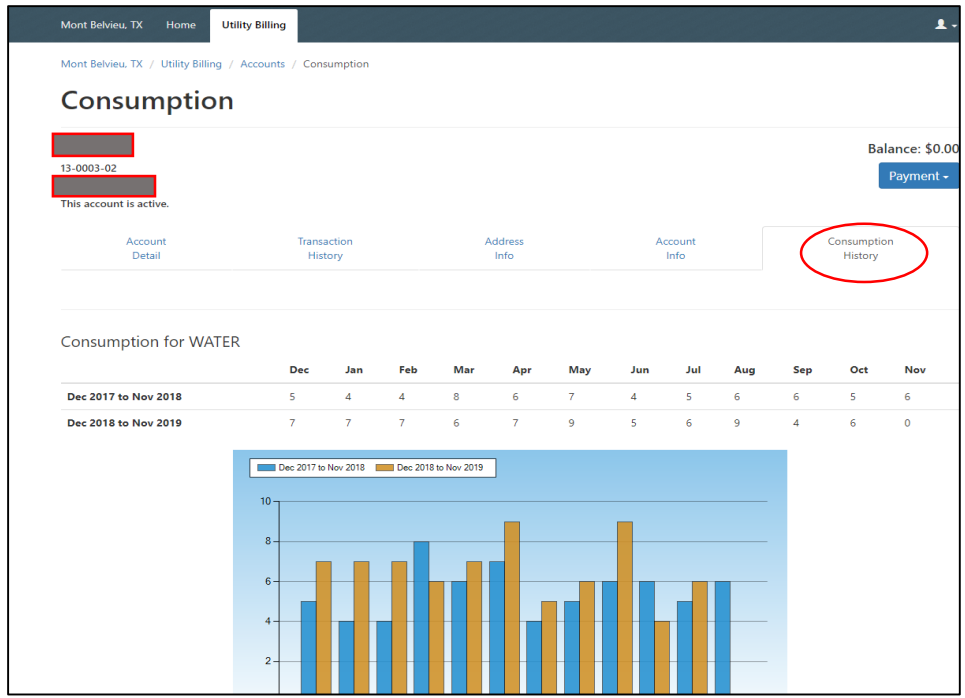
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Consumption History will show the past 12 months' usage compared to the same month in the prior year.



From the UTILITY BILLING home screen, under Online Services (to the right of the screen), you can sign up for the phone or email reminders.

The screenshot shows the 'Utility Billing Home' page. It features a table of accounts with the first account circled in red. To the right, there is a sidebar with 'Online Services' circled in red, containing a link to 'Sign up for reminders' which is also circled in red. Other sections include 'Need Help?' and 'Announcement'.

Account Number	Address	Last Payment	Balance	Pay
13-0003-02 Active	[Redacted]	(\$150.60) 12/10/2019	View Bill \$0.00 Due 1/14/2020	Pay Account

- Utility Billing Home
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Input the necessary information for the selected reminder.

Mont Belvieu, TX / Home / Utility Billing

Mont Belvieu, TX / Utility Billing / Accounts / Sign up for reminders

Sign up for reminders

Sign up for reminders | Email Reminder Settings

In the fields below please select the appropriate method of contact and enter in the number that you would like your Utility notifications to be sent to. Once you click on the update button your selection will be saved.

Account	Text or Phone Call	Phone Number
13-0003-02	<input checked="" type="radio"/> Text <input type="radio"/> Phone Call <input type="radio"/> None	2815762213

Online Services

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In addition, you can select different communications to receive.

Mont Belvieu, TX / Home / Utility Billing

Mont Belvieu, TX / Utility Billing / Accounts / Email Reminder Settings

Email Reminder Settings

Sign up for reminders | Email Reminder Settings

Account: 13-0003-02

Email Reminders

Bill Reminders

New Balance Past Due Balance

Auto Pay Reminders

Successful Payment Declined Payment

Drafted Payment

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Need another trash can? Question about your bill? Submit a service request online!

Mont Belvieu, TX Home Utility Billing

Mont Belvieu, TX / Utility Billing

Utility Billing Home

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Account Number	Address	Last Payment	Balance	Pay
13-0003-02 Active	[Redacted]	(\$132.39) 11/12/2019	View Bill \$0.00 Due 11/12/2019	Pay Account

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Mont Belvieu, TX Home Utility Billing

Mont Belvieu, TX / Utility Billing / Service Request

Service Request

Here you can submit a request for specific services. After submitting a request, you will receive an e-mail message verifying your request.

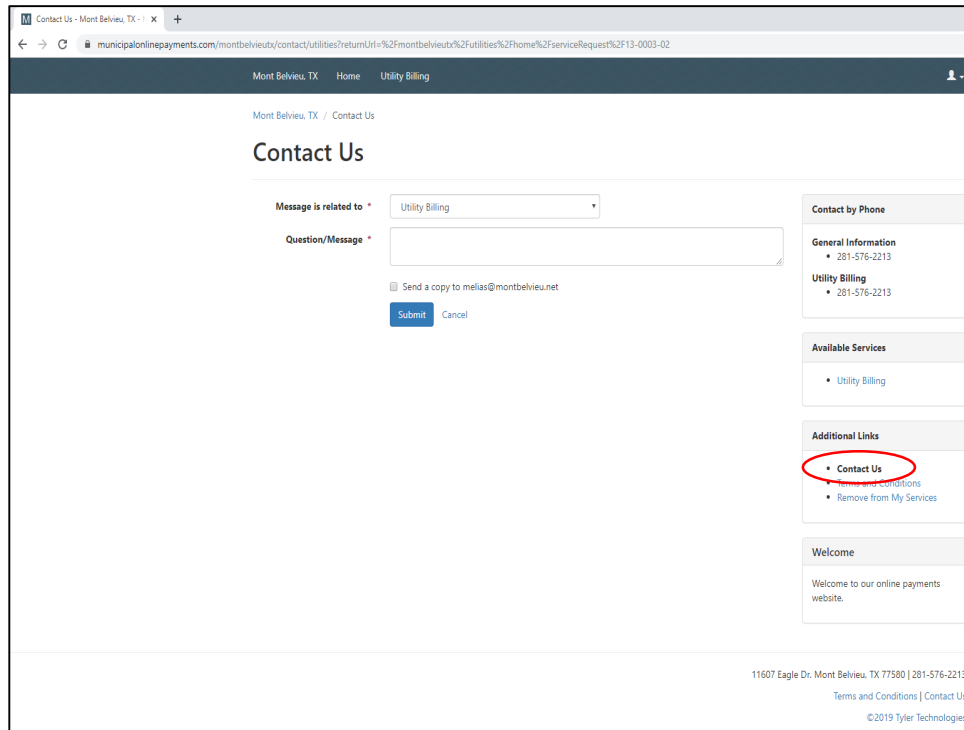
Address * Please select...

Type of Service * Please select...

Special Instructions or Message

- Please select...
- Billing questions
- Flush water lines
- Report a water leak
- Troubleshoot internet
- Report missing or damaged meter lid/box
- Sewer back up
- Replace or add additional container
- Report water outage

If you'd like to send Utility Billing a question, please click on "Contact Us" under Additional Links.



We thank you for living in the City of Mont Belvieu; it is our pleasure to serve you!

*** For additional support, please feel free to contact us at (281) 576-2213, or stop by the Utility Billing window at City Hall.