



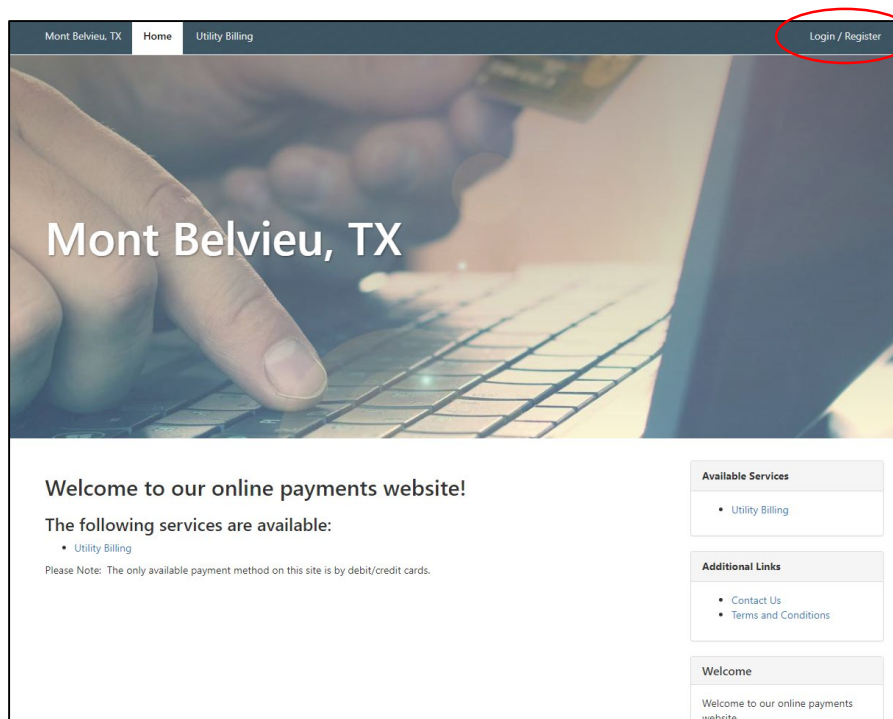
City of Mont Belvieu Municipal Online Payments Guide

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!

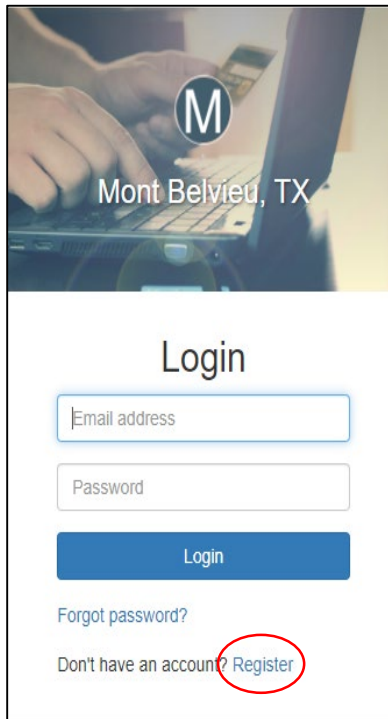
***Please note you will need your account number and last billed amount during the registration process.**

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

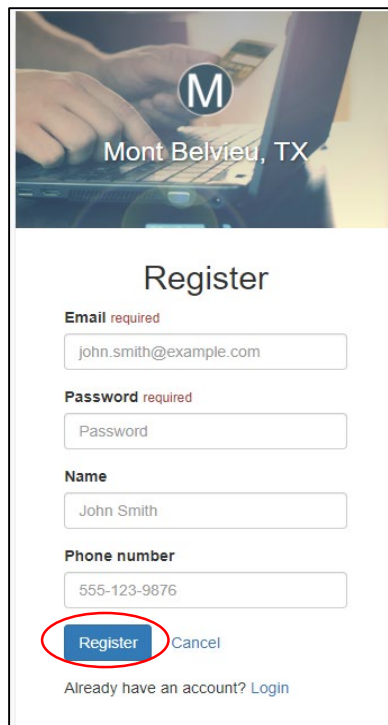
Password

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

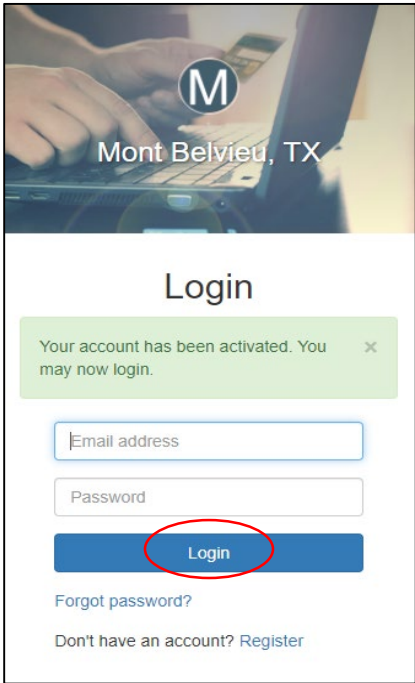
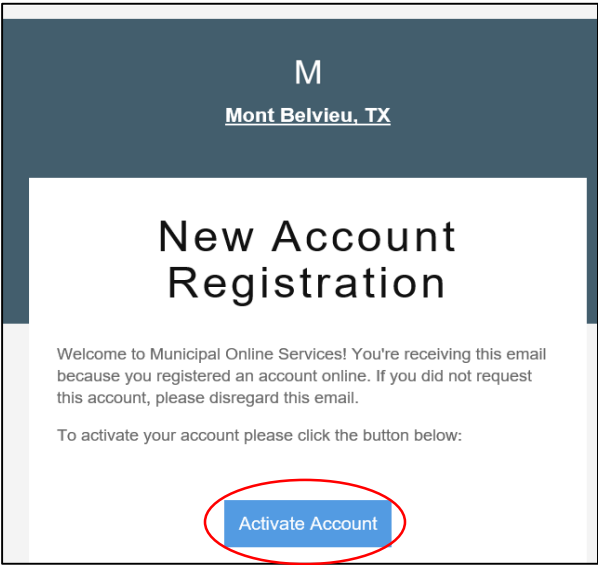
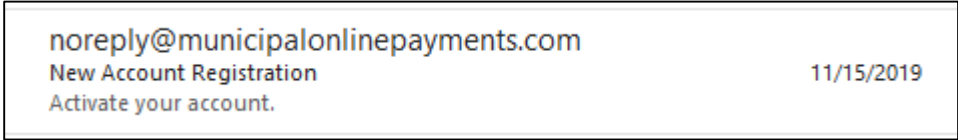
Phone number

555-123-9876

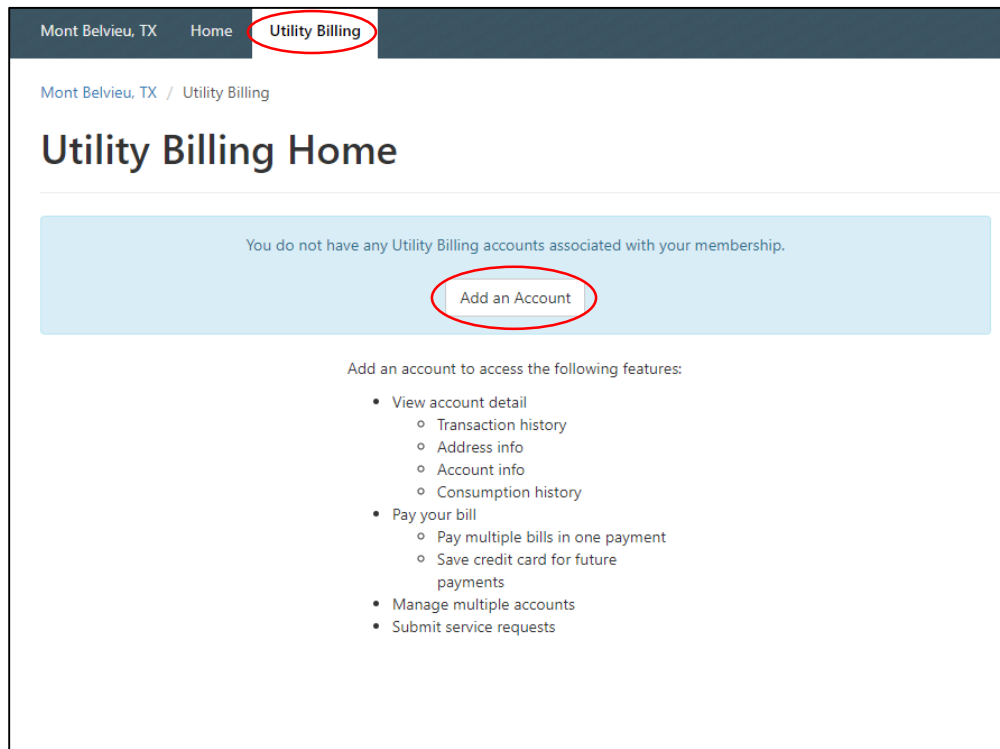
[Register](#) [Cancel](#)

Already have an account? [Login](#)

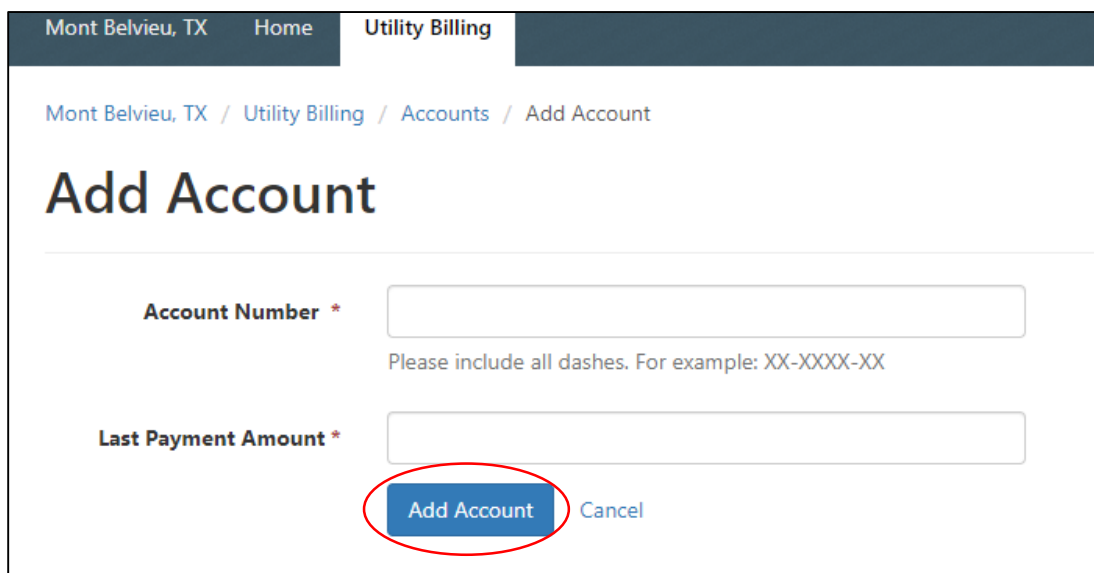
Step 5: The portal will send you an email requesting activation from noreply@municipalonlinepayments.com. Please click **ACTIVATE ACCOUNT** and proceed to **LOGIN**.



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.

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.

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

Online Services

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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

Service
SEWER
SOLID WASTE
SOLID WASTE
MB LINK

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Consumption History will show your active daily/monthly usage. Information such as projected final bill, when your meter last reported, and cost based on current usage per kilogallon is available.

Mont Belvieu, TX Home **Utility Billing**

Mont Belvieu, TX / Utility Billing / Accounts / Consumption

Consumption

Balance: \$0.00 [Payment](#)

This account is active.

[Account Detail](#) [Transaction History](#) [Address Info](#) [Account Info](#) **[Consumption History](#)**

Note: KGAL represents thousands of gallons. For example, 2 KGAL = 2,000 gallons.

Daily Usage [Manage Alerts](#)

Daily Usage Monthly Usage

Billing

Current Billing Period
Day 30 of Current Billing Period

Projected Final Bill **\$157.90** Meter Last Reported **06/29/2020 - 04:00 AM**
Read: 495560.80

You used **0.17 KGAL** this week, which cost **\$0.85** (\$5.40 less than last week's total)

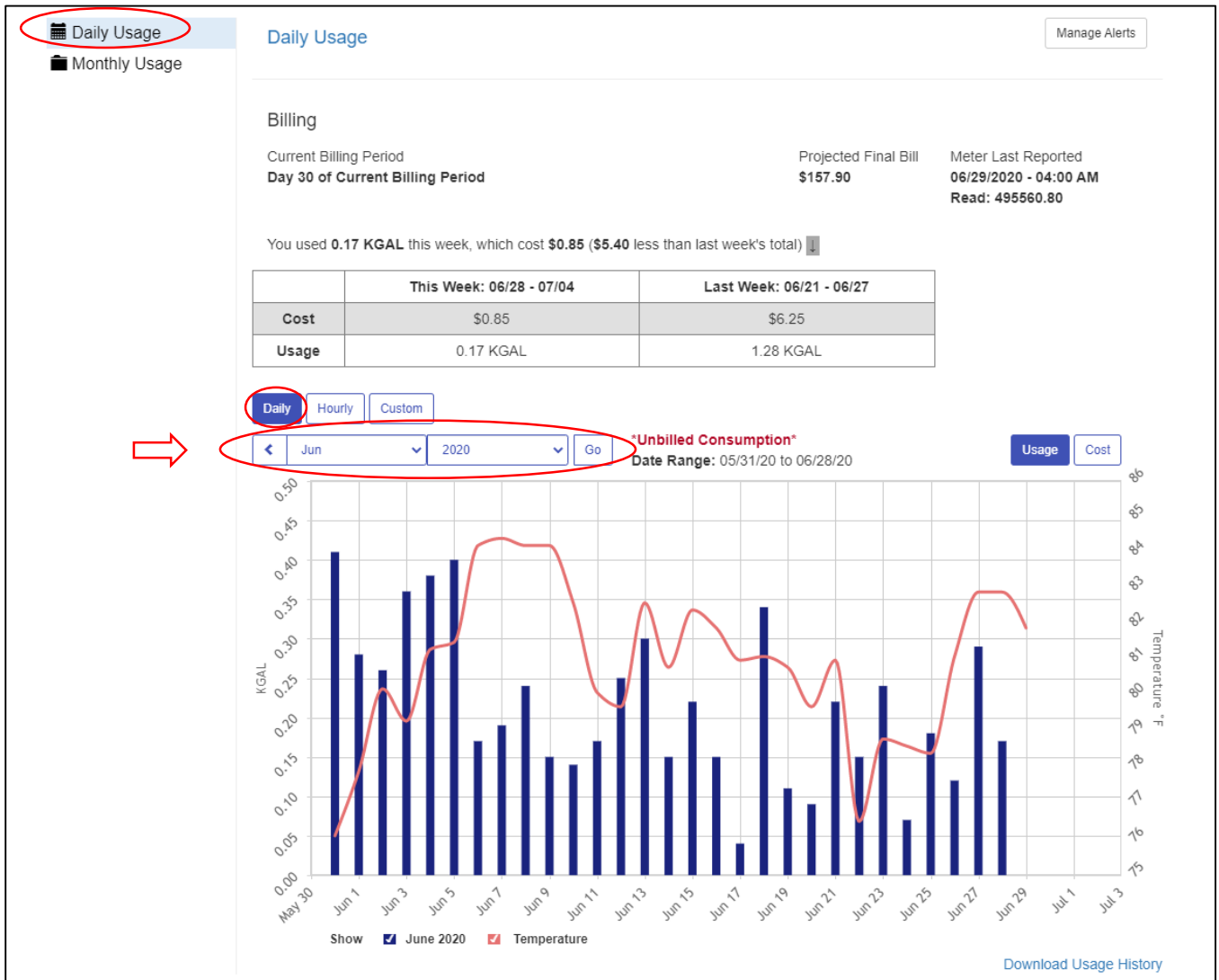
	This Week: 06/28 - 07/04	Last Week: 06/21 - 06/27
Cost	\$0.85	\$6.25
Usage	0.17 KGAL	1.28 KGAL

[Daily](#) [Hourly](#) [Custom](#)

[<](#) Jun 2020 [Go](#) ***Unbilled Consumption*** [Usage](#) [Cost](#)
Date Range: 05/31/20 to 06/28/20

Projected Final Bill will display a projected total, including MB link, if applicable. (See arrow)

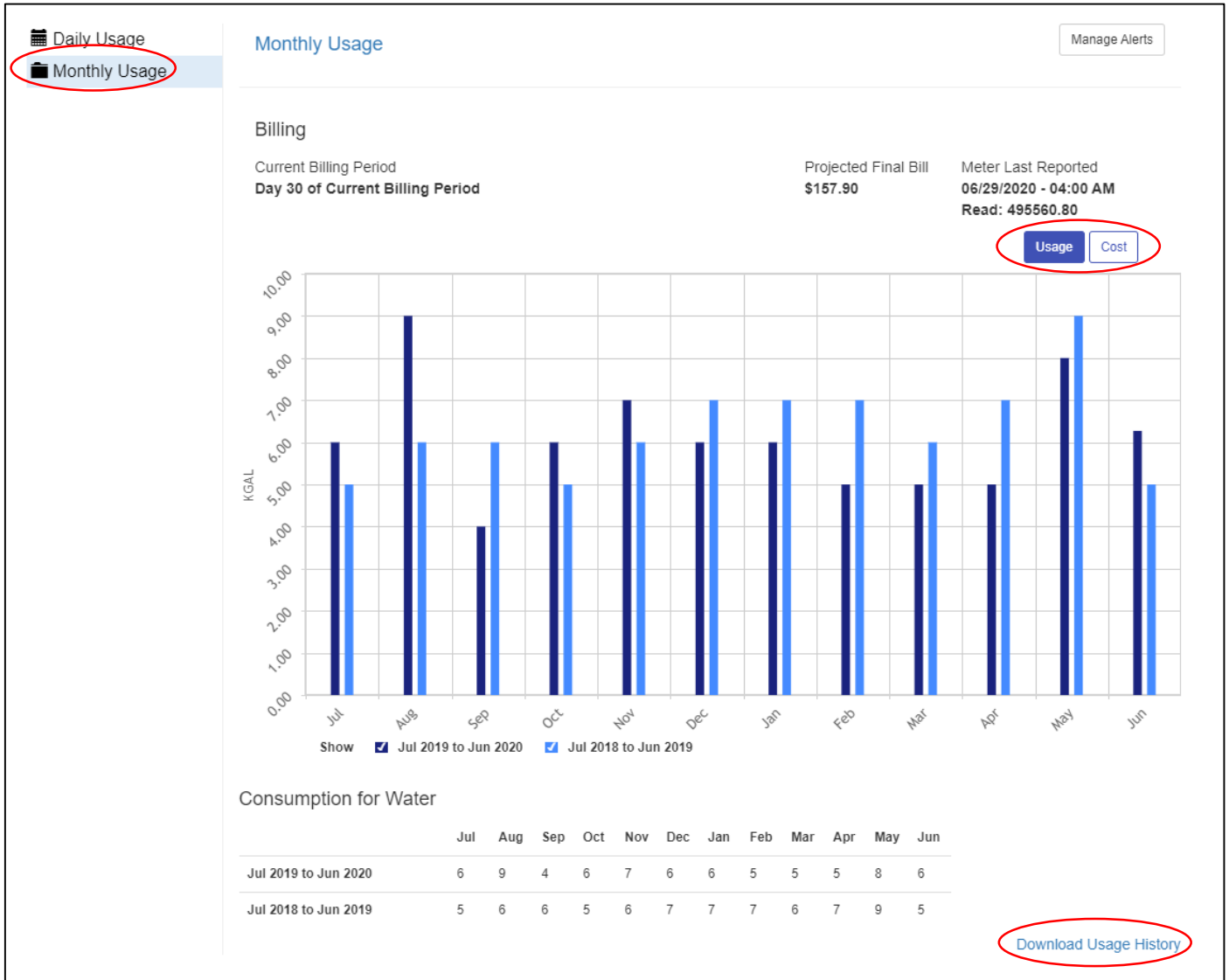
Daily Usage will show a graph of your billing cycle. The graph can detail usage as far back as April 2020. Hovering over any bar in the graph will further breakdown usage and price for that particular day.



Continuing in *Daily Usage*, *hourly usage* will show your consumption for the last 24 hours of any given day of your choosing. You can change the date in the drop-down box as needed. Consumption as far back as April 2020 may be viewed.

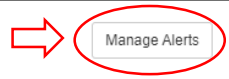


Monthly Usage will show consumption for each month for the last two years. Hovering over any bar in the graph will provide a further breakdown of usage and price.



Download Usage History will generate an excel spreadsheet of your consumption and cost throughout the life of your account.

Residents can monitor their consumption by creating alerts to notify of any possible leaks by clicking on Manage Alerts.



- Daily Usage
- Monthly Usage

Monthly Usage

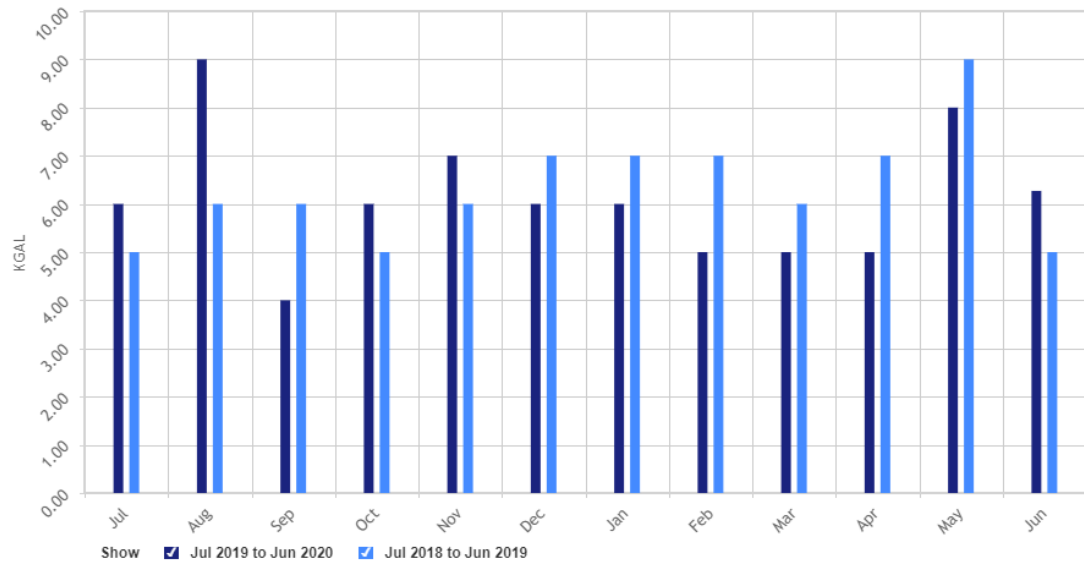
Billing

Current Billing Period
Day 30 of Current Billing Period

Projected Final Bill
\$157.90

Meter Last Reported
06/29/2020 - 04:00 AM
Read: 495560.80

Usage Cost



Consumption for Water

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Jul 2019 to Jun 2020	6	9	4	6	7	6	6	5	5	5	8	6
Jul 2018 to Jun 2019	5	6	6	5	6	7	7	7	6	7	9	5

[Download Usage History](#)

Manage alerts by entering a cell phone number, allowing text and/or voice messages, and choosing to allow leak alerts and/or consumption threshold alerts. Complete at the bottom by clicking "Sign Up".

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

Note: KGAL represents thousands of gallons. For example, 2 KGAL = 2,000 gallons.

Manage Alerts

 Text Note: Standard message and data rates may apply.
 Voice

Leak Alerts
Receive alert if consumption indicates abnormal usage or potential leak.

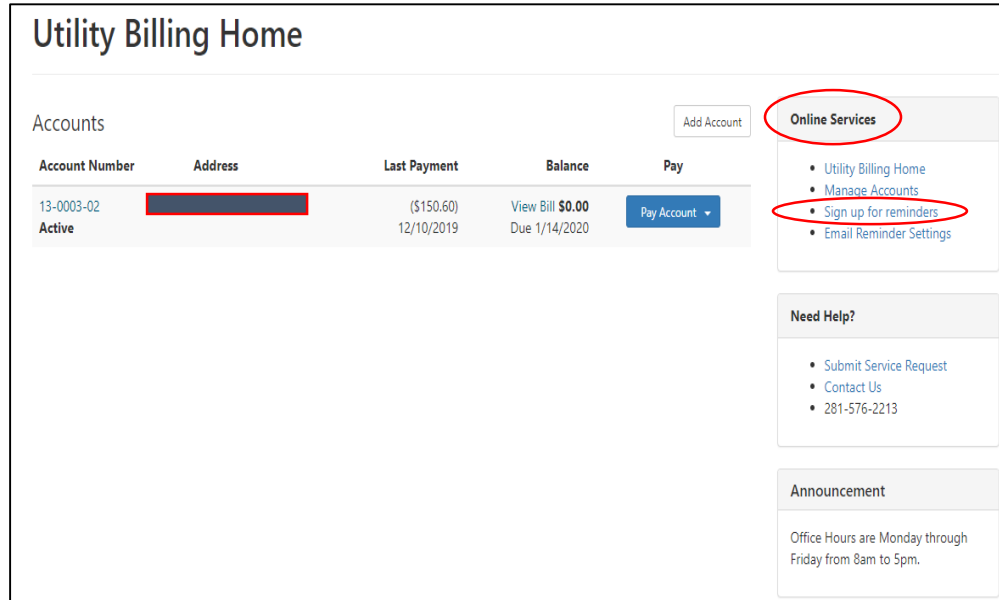
Consumption Threshold Alerts
Please notify me if my **daily** usage exceeds

Water (KGAL)
Average daily use = 0.20 KGAL

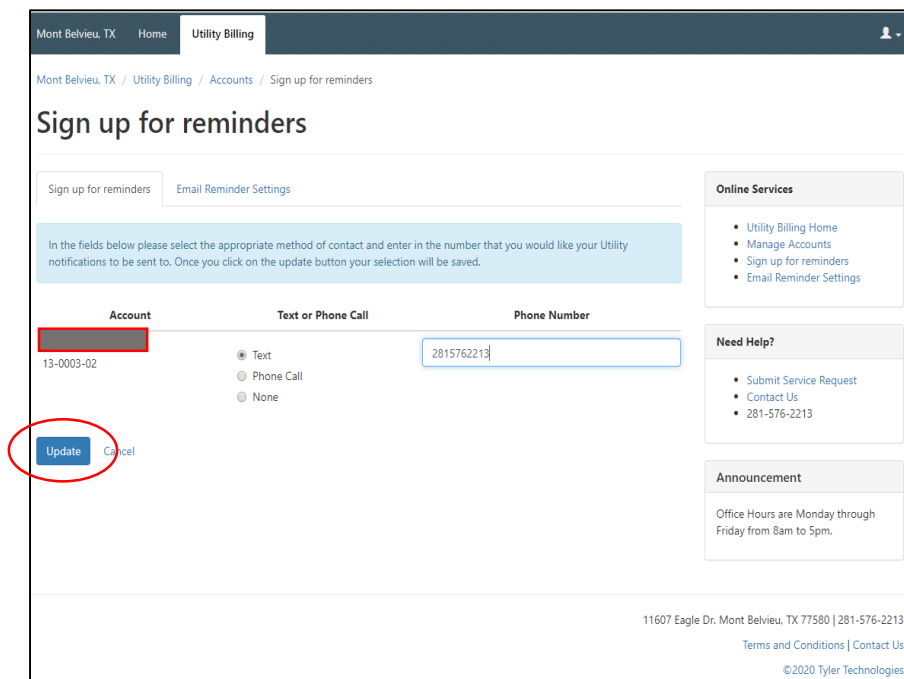
 [Cancel](#)

The resident can customize Consumption Threshold Alerts. (see arrow) Residents can set a daily average based on past usage or lower it in case of vacation. Alerts are personal and will only notify the resident. If an alert is sent that needs attention, the resident will need to contact the city via a service ticket that will inform the water department. See page 16

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.



Input the necessary information for the selected reminder.



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

[Update](#) [Cancel](#)

Online Services

- Utility Billing Home
- Manage Accounts
- [Sign up for reminders](#)
- [Email Reminder Settings](#)

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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

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

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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 *

Type of Service *

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.

The screenshot shows a web browser window with the URL municipalonlinepayments.com/montbelvieu/contact/utilities?returnUrl=%2Fmontbelvieu%2Futilities%2Fhome%2FserviceRequest%2F13-0003-02. The page title is "Contact Us" and the breadcrumb is "Mont Belvieu, TX / Contact Us".

The main form area includes:

- Message is related to ***: A dropdown menu with "Utility Billing" selected.
- Question/Message ***: A text input field.
- Send a copy to melias@montbelvieu.net
-

The right sidebar contains several sections:

- Contact by Phone**
 - General Information**
 - 281-576-2213
 - Utility Billing**
 - 281-576-2213
- Available Services**
 - Utility Billing
- Additional Links**
 - **Contact Us** (circled in red)
 - Terms and Conditions
 - Remove from My Services
- Welcome**

Welcome to our online payments website.

Footer information: 11607 Eagle Dr. Mont Belvieu, TX 77580 | 281-576-2213
[Terms and Conditions](#) | [Contact Us](#)
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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.