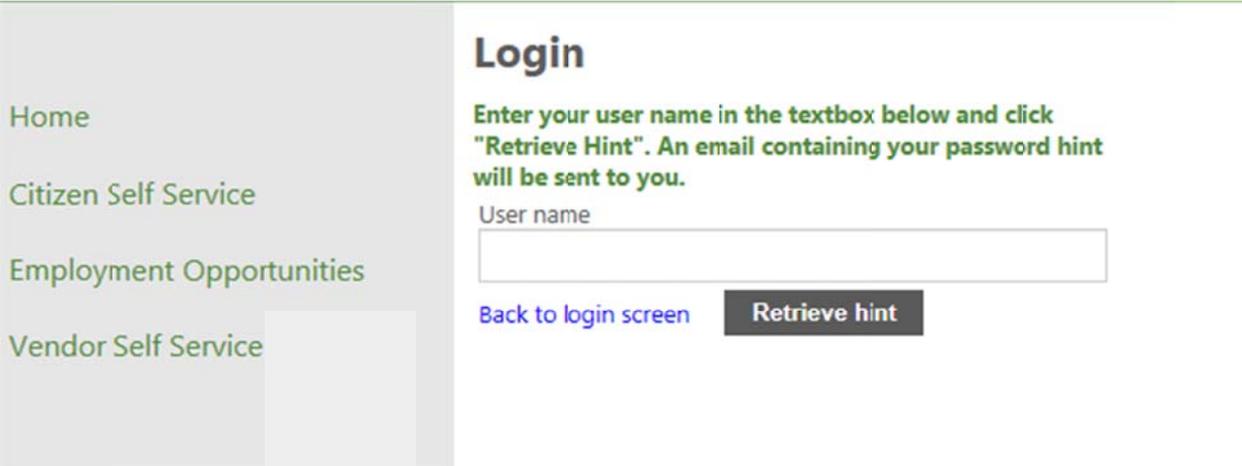
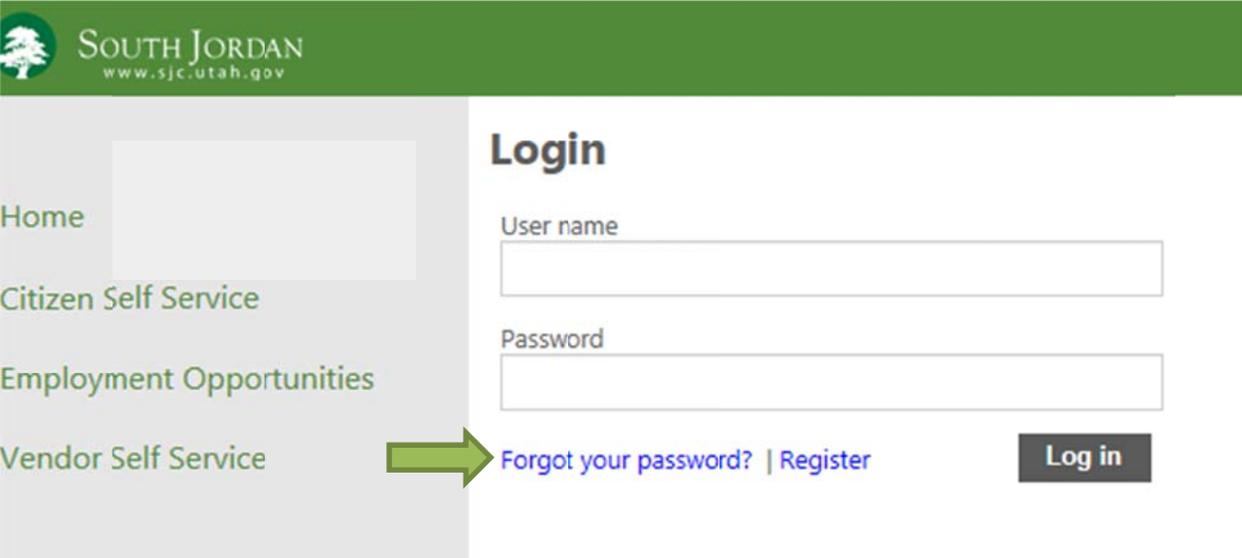


FREQUENTLY ASKED QUESTIONS

1. What if I cannot remember my password?

From the login in screen, enter the User Name and select 'Forgot your password?'



2. What if I cannot remember my user name?

Please contact the City's Information Center by calling (801) 446-HELP or email billing@sjc.utah.gov. You will need to provide the first and last name for the user, the account number and customer number.

3. What if I get locked out of my account?

Please contact the City's Information Center by calling (801) 446-HELP or emailing email billing@sjc.utah.gov. You will need to provide the first and last name for the user, account number and customer number.

4. Can I see an electronic copy of my bills?

When you login to your account select 'manage bills'

UTILITY BILLING
Account Summary

[Link to Account](#) | [Sign up for Automatic Payments](#)  [Manage Bills](#)

Billing Account

Service Address: [REDACTED]
Account Number: [REDACTED]

Your Current Balance

Amount Due Now: \$64.78
Payment Due Date: 10/20/2016

About Your Payments

Bill	Last Posted
50000	10/17/2016

Select bill details for the bill you would like to see. .

Utility Billing
Manage Bills

[Sign up for Automatic Payments](#) | [Account Summary](#)

Service Address: 123 Fake ST
Account Number: 999999
As of: 10/22/2016

Outstanding Bills (bill years 2014 to 2026 only)

Bill	Bill Date	Pay By	Charges	Balance Due	Show Past Bills
<input checked="" type="checkbox"/> 50000	9/20/2016	10/20/2016	\$73.00	\$64.78**	 Bill Details
				Total Due: \$64.78	

[Add to Cart](#)
select bills you would like to pay now, then click 'Add to Cart'

Select 'view bill image' to open a PDF copy.



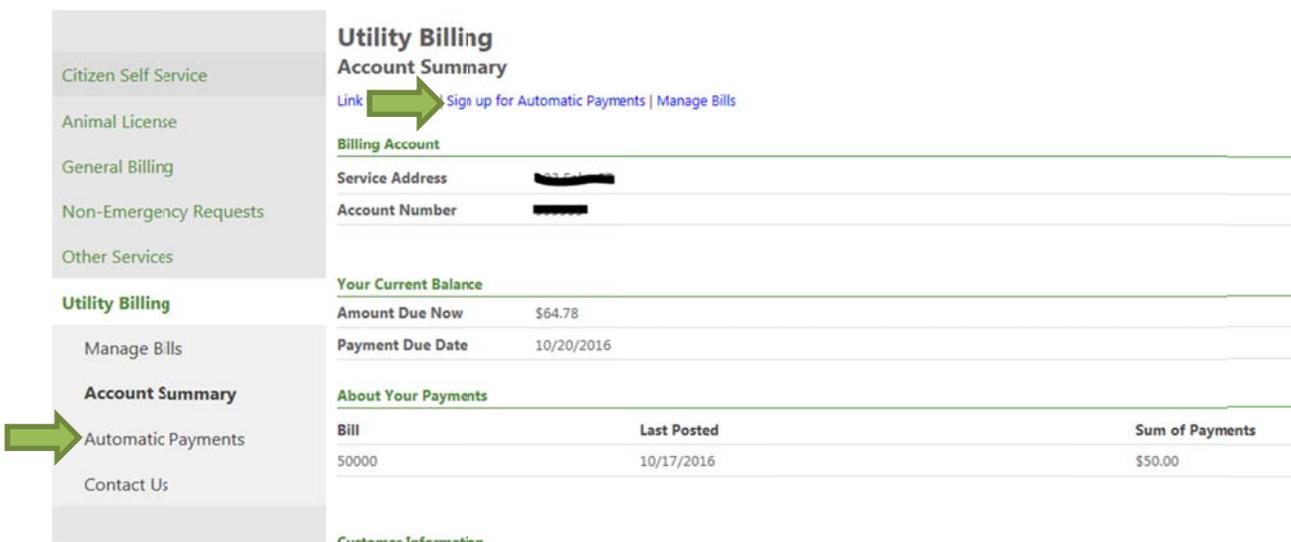
Please note: bills prior to October 2016 will not be available to view online; you can request a copy by contacting the City's utility billing department. Bills do not take into consideration any adjustments, fees, or charges that were applied after the bill date. Please contact the City for any questions regarding balances or bills.

5. How do I register to pay utility bills online?

To pay utility bills online, you will need to register for a new user and link it to your utility billing account. Instructions for this are available online at www.sjc.utah.gov select 'pay utility bills'. Click on the document titled "How to Setup a New Account for Citizen Self Service". You will need to register for a new user and link the user to your utility billing account by providing your account number (account id) and customer id (CID) as they appear on your bill (starting with your October bill). Contact the City if you have any questions.

6. Can I sign up for Preauthorized Payment or change my Preauthorized Payment information online?

Yes. Starting October 31, 2016 you can make changes to Preauthorized Payment online. Login to your account and select 'automatic payments' or 'sign up for automatic payments'



Enter the required information below. By entering new information, you are changing the current information on file. You cannot have multiple accounts setup for Preauthorized Payments. Please note Preauthorized Payments will be processed on the bill due date each month (currently the 20th). Select “continue to confirm.”

Utility Billing
Automatic Payments

To sign up for automatic payments, please complete the form below. Please see the City's terms and conditions for the month or the next business day if the 20th falls on a City or Bank holiday.

Service Address	123 Fake ST
Account Number	999999

Current Automatic Payment (EFT) information

Bank name	[REDACTED]
Routing number	XXXXX [REDACTED]
Account number	XXXX [REDACTED]
Account type	Checking
Your name	VACANT

[Copy current EFT information](#)

Bank name *

Bank routing number * (9 digits)

Confirm routing number *

Bank phone number *

Bank account number *

Confirm account number *

Bank account type * Checking Savings

20th *

Name on bank statement *

Phone number on bank statement *

Email address on bank statement *

Please Note: The City is not responsible for any errors or incorrect information entered. Contact the City with any question. See the City's Terms and Conditions for additional information.

7. What if I was signed up for Preauthorized Payment before this new system?

All residents who signed up for Pre-authorized payments in the City’s old system using checking or savings will have their information carried over. You can verify this information by logging in and clicking on ‘Automatic Payment’ or ‘Sign up for Automatic Payments’. You may also contact the City to verify.

Any resident signed up for Credit Card preauthorized payments in the old system will **not** be carried over, as the City is currently unable to offer preauthorized payments using credit cards.

8. Can I change my mailing address, phone number, email or any other information online?

To change address, phone number, email, or any other information, you will need to contact the City by either calling (801) 446-HELP or emailing billing@sjc.utah.gov.

9. What should I do if I have questions or see an error on my account or bills?

Contact the City by calling (801) 446-HELP or emailing billing@sjc.utah.gov.

10. Can I sign up for online statements?

The City does offer residents the opportunity to be emailed a PDF copy of their bill each month. Please contact the City at (801) 446-HELP or email billing@sjc.utah.gov.

11. What if I have a question on a payment, including whether it went through?

If you click on ‘manage bills’ from your online account, asterisks should appear by your balance due. Below it will read:

**This bill has pending web payments that are not currently reflected in the payments amount.

It will not show up as a payment on your account until the next business day. If you have any questions on payments you can contact the City at (801) 466-HELP or email informationcenter@sjc.utah.gov.

12. What if my payment is declined?

The City is not given a reason for declined transactions. Please verify that all information entered is accurate and try to process the payment again. Please make sure the following information is correct as it would appear on the bank or credit card statement: credit card number or account and routing number (if using eCheck), CVV (if paying by card), name, address name, and other required information. If it still is declined, please contact your bank or credit card company for more information or try another form of payment.

13. Can I view my consumption history online?

Yes, when you login, go to the account summary screen and select 'view consumption'

Utility Billing

Account Summary

[Link to Account](#) | [Sign up for Automatic Payments](#) | [Manage Bills](#)

Billing Account

Service Address	123 Fake ST
Account Number	999999

Your Current Balance

Amount Due Now	\$64.78	Pay Now
Payment Due Date	10/20/2016	

About Your Payments

Bill	Last Posted	Sum of Payments	
50000	10/17/2016	\$50.00	details

Customer Information

Name	VACANT
Address	1600 W TOWNE CENTER DR SOUTH JORDAN, UT 84095
Customer ID	999999999

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER BASE RATE	10000	7/10/2016		ACTIVE	None
RESIDENTIAL CULINARY WATER	20000	7/10/2016		ACTIVE	View Consumption
GARBAGE FIRST CAN	50010	7/10/2016		ACTIVE	None
RECYCLE	60000	7/10/2016		ACTIVE	None
ROUND IT UP FOR ART	90005	7/15/2016		ACTIVE	None

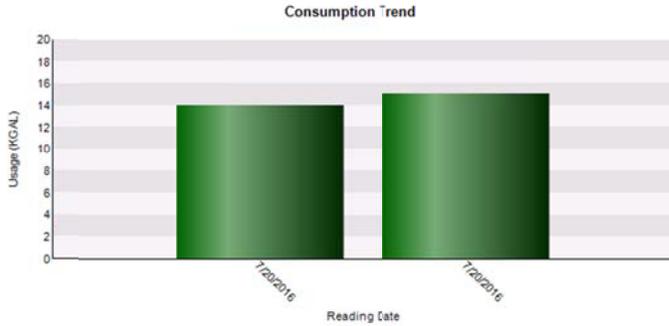
A consumption history screen should appear.

Utility Billing
Consumption History

Please note that KGAL means thousand gallons.

RESIDENTIAL CULINARY WATER

Read Date	Days	Usage (KGAL)
7/20/2016	0	14
7/20/2016	10	15



14. What if my payment seems to take a long time processing?

Sometimes transactions take a little longer to verify and transmit between sites. Please be patient. Please do not refresh the web page as this can cause issues with the transaction. Please contact the City if you have any issues or want confirmation that payment went through.