

# CITY SCENE



## EVERYTHING YOU NEED TO KNOW TO GET STARTED WITH NEWFOLDEN'S NEW UTILITY BILLING SYSTEM!

### WHY AM I RECEIVING TWO BILL CARDS?

For the first several billing cycles, this new program will print two (or more depending on the number of electric meters) bills for each customer. The electric utility charge, CI and Mosquito fee, will be a separate bill from the water, sewer, and refuse services. If you have two electric meters, both electric meters will be printed on one bill; the readings and consumption for each meter will be listed separately while the total due will be combined for your convenience.

You will receive one **UTILITY CARD IN BLUE** with details of your water, sewer, and refuse. And you will receive another **UTILITY CARD IN GREEN** which details your electric and other charges. You may combine the total of each card and submit one payment for both, or feel free to pay separately if that is your preference!

For those who read your own utility meters. There is a space on each utility card to record the water and electric meter readings and, as always, submit with your payment (or without)!

### PAYING YOUR UTILITY BILL ON-LINE

Management of your account online is a safe secure service that encrypts the utility bill until you enter your user name and password. You can opt to pay your bill online with a credit card or by e-check.

There is a small service fee; this service fee, in most cases, would be less than the late fee you could incur if your payment was delayed. The service is accessed at a fee of \$3.99 per \$100.00 utility bill. Follow registration instructions below for on-line bill paying options.

### HOW TO REGISTER TO VIEW YOUR UTILITY ACCOUNTS ON-LINE

- ◆ To register go to: [www.ub-pay.com](http://www.ub-pay.com)
- ◆ You will need your first and last name, account numbers, and the City Code. NOTE: Each utility card you receive is a separate utility account with a unique account number. You will need to register one online account for each separate account number you wish to manage online. After you register one account number, log off, and begin the process anew for the next account number. The account numbers are located on each utility card. The City Codes are specific to the type of account. The codes ARE case sensitive.
- ◆ If you are registering to manage your Electric (CI and Mosquito) utility—  
**THE CITY CODE IS: NewFoldenElectric**
- ◆ If you are registering to manage your Water, Sewer, and Refuse utility—  
**THE CITY CODE IS: NewFoldenWater**
- ◆ Once you have registered to view your utility accounts, you are ready to make on-line utility payments!