

# IMPORTANT

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## ANNOUNCEMENT



The City of DeFuniak Springs has completed a software conversion to a new Utility Billing provider. With this conversion, the following **changes have occurred**:

- YOUR ACCOUNT NUMBER IS DIFFERENT – If you use bill pay through your financial institution, please reference your NEW account number when submitting a payment.
- PAY BY PHONE NUMBER IS DIFFERENT – If you have an IVR number saved in your phone, please change it to (866) 308-3536. Please call (866) 308-3536 to pay by phone!
- ONLINE WEB PORTAL – To view your account and/or pay online you must now register your account(s). Please visit [www.defuniaksprings.net](http://www.defuniaksprings.net) and click on the Online Bill Pay icon – this will direct you to register. Instructions are included on the reverse of this page.
- BILLING CYCLE – You will receive your utility bills FASTER now! Bills will be sent within 10 days after the meter reading. This will allow for faster notification of usage concerns and provide more time for payment of balance.
  - Bills will remain due by 5pm on the 15<sup>th</sup> of the month (unless the 15<sup>th</sup> falls on a weekend or Holiday, then next business day).
  - Past due balances will remain due by 5pm on the 25<sup>th</sup> (unless the 25<sup>th</sup> falls on a weekend or Holiday, then next business day).

Please detach the below and return with your utility payment.

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### No more SNAIL MAIL



Provide your email address to get your bills electronically!!

Account # \_\_\_\_\_ Email \_\_\_\_\_

### Text or phone call notifications?

Provide your phone number(s) for automatic notifications of important information!

Account # \_\_\_\_\_

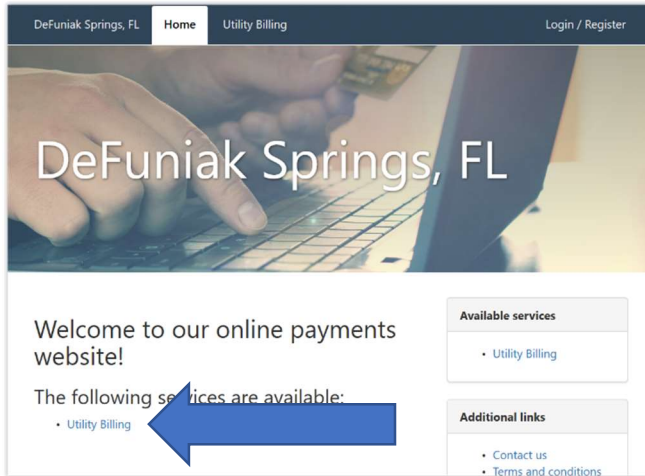
HOME: \_\_\_\_\_ CELL: \_\_\_\_\_



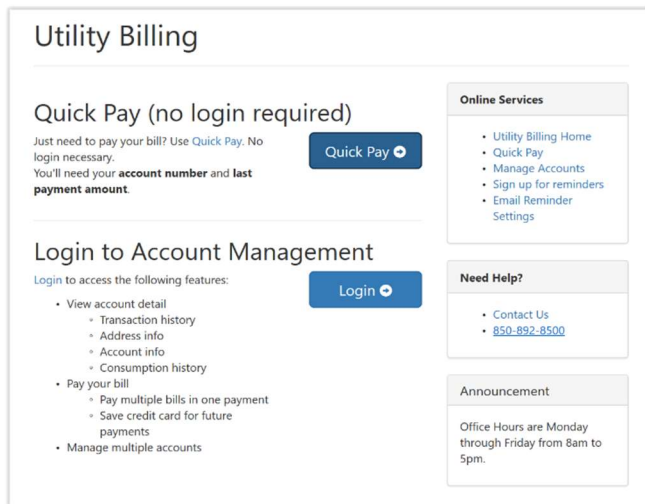
Register by visiting, [www.defuniaksprings.net](http://www.defuniaksprings.net)

1. Click the Online Bill Pay icon, this will redirect you to register.

2.



3.



At this screen, you have an option to Quick Pay or login –

**Quick Pay** allows you to make a fast payment!

**Log in** allows you to register your account(s) to view usage, transactions, make a payment, set up for auto debit, schedule future payments.

\*Online payments will incur a processing fee\*

To log in for the first time, select **register** at the bottom- Enter your email address, password and name. Phone number is optional. Secure passwords are at least six characters long, include capital and lower case letters, include at least one number and include at least one special character (!, +, @, #, /, etc.).

4. An email will be sent to your email address to confirm that your address is correct – Check your email to find the “Thanks for registering!” email, open and click “ACTIVATE ACCOUNT” This link will returns you to the log in page for the online services website.
5. Complete login screen using your email address and password previously entered.
6. Click on link for “UTILITY BILLING”
7. Click on “ADD ACCOUNT.” You will be prompted to input your account number and last payment amount. You can add multiple accounts to manage using one login!

**If you need assistance, please call (850) 892-8500, and press option 2 for Utility Billing.**