

How To Pay Your Utility Bill in Citizen Self Service

1. Go to www.southwhitehall.com and hover over “I Want To” and click “Pay”.
2. Click “Pay Your Utility Bill Online.”
3. On the Munis Self Service screen, click on “Citizen Self Service” on the left or click “Login” in the upper right. The login screen below will appear:

Sign in to community access services.

 Sign in with Google

 Sign in with Apple

 Sign in with Microsoft

 Sign in with Facebook

OR

Email address

Password

Remember me

[Sign in](#)

[Forgot password?](#) [Unlock account?](#) [Help](#)

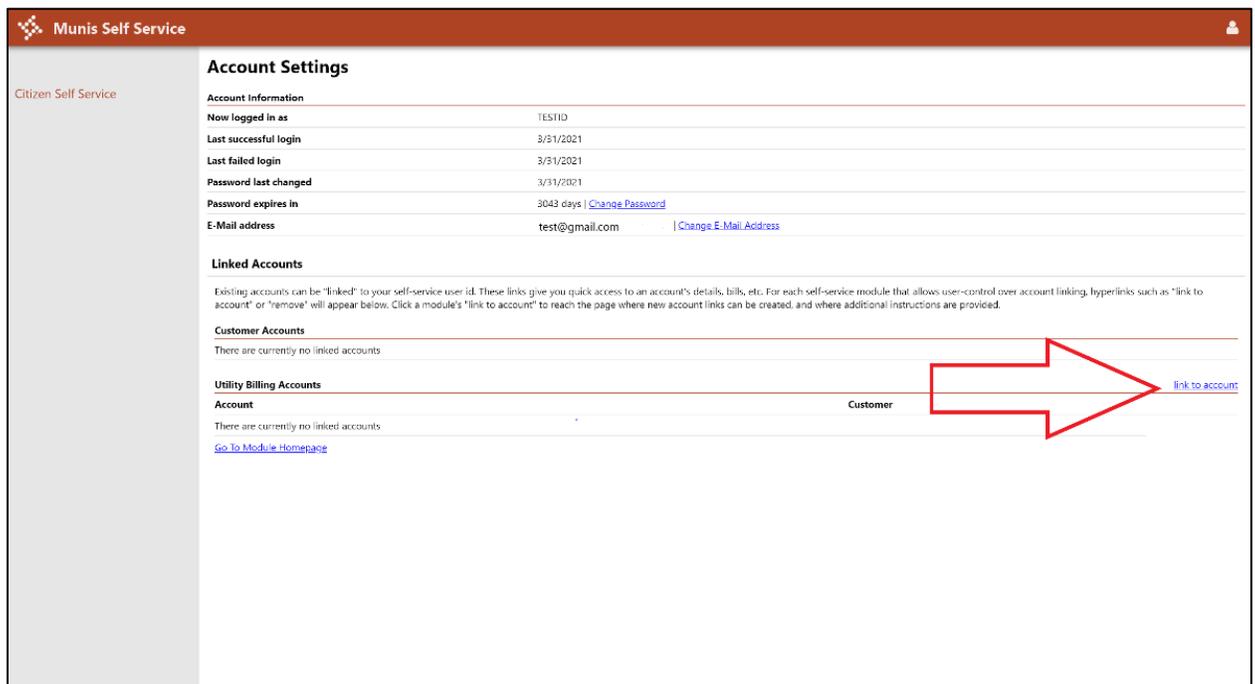
Don't have an account? [Sign up](#)

4. A. If this is the **first time** you are accessing the system **OR** you set up your account **prior to mid-October 2022**:

- a. Click on “Sign up”
- b. Fill in the requested information and click “Sign up”
- c. You will receive a verification email from Community Access
- d. Open this email and click “Activate Account.” This will open the Munis Self Service/Citizen Self Service Account Settings screen.

B. If you have registered **after mid-October 2022**, enter your email address and password, and click “Sign in.”

5. At the bottom right of your Account Settings screen, choose “Link to Account.”



- Enter your Account ID and your Customer ID (CID) and choose “Submit.” These numbers can both be found on your most recent utility bill (see example bill to the right). Repeat this step for any utility accounts that you want to pay for.

South Whitehall Township
Water/Sewer Department
4444 Walbert Avenue
Allentown, PA 18104
610-398-2730 ext. 353

Metered BILL
Customer Copy
Keep this portion for your records

Munis: muntrain Version: 2018.1.27.0 Date: 03/19/2021 Time: 12:56 User: Valkovad

CUSTOMER NAME		SERVICE LOCATION						
JANE DOE		555 SW MAIN STREET						
BILL NUMBER	BILL DATE	ACCOUNT #	CUSTOMER #					
565853	03/15/2021	400000	44444					
DESCRIPTION	METER	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE (Gallons)	CHARGE
METERED WATER	123456789	A	01/01/2021	03/15/2021	10	1000	4000	\$31.19
BASE CHARGE								\$25.00

CONSUMPTION HISTORY

READ CODE	Total Current Billing
A = Actual	\$56.19
E = Estimate	Previous Balance 0.00
F = Final	Adjustments 0.00
	Less Payments Received 0.00
	Total Amount Due \$56.19

TEST

DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT

South Whitehall Township
Water/Sewer Department
4444 Walbert Avenue
Allentown, PA 18104
610-398-2730 ext. 353

Priority Send Payment To:
SOUTH WHITEHALL TOWNSHIP
100 WILMINGTON AVENUE
ALLENTOWN, PA 18104

Metered BILL
Remittance Copy
Return this portion with your payment

Account Number: 400000
Customer Number: 44444
Bill Number: 565853

- Once all accounts are linked, click on the first account number to see that account’s outstanding bills.

Munis Self Service

Citizen Self Service

Account Settings

Account Information

New/Logged in as: T7C76

Last successful login: 3/19/2021

Last failed login: 3/19/2021

Personal user changed: 3/19/2021

Personal expires in: 5451 days (Change Password)

E-Mail address: dave@whitehalltownship.org (Change E-Mail Address)

Linked Accounts

Ready to view your "Pay Now" page for service use? These links give you quick access to our website's utility bills. For more information, see the attached manual user manual. Billing help for service use is available on the website. Click on the "Pay Now" button to view the page for more information. For more information, see the attached manual user manual. Billing help for service use is available on the website.

Customer Accounts

Check the details of your linked accounts

Utility Billing Accounts	Account	Customer
4444	4444	4444

- In the Account Summary for each utility account, you can view your current balance, any outstanding bills, and your utility consumption. You can also set your Bill Delivery Preferences as either email, mail, or both. From this page, you’ll choose “Pay Now” which will take you to the page where you can add this bill to your cart.

Munis Self Service

Citizen Self Service

Utility Billing Account Summary

[Link to Account](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Accounts

Manage Bills

Account Summary

Contact Us

Billing Account

Service Address: 555 SW MAIN STREET

Account Number: 400000

Bill Delivery Preference: Email to sub-640000@gmail.com

Your Current Balance

Amount Due Now: \$56.19

Payment Due Date: 03/19/2021

[Pay Now](#)

About Your Payments

No payment activity found

Customer Information

Name: JANE DOE

Address: 555 MAIN STREET, ALLENTOWN, PA 18104

Customer ID: 44444

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
METERED WATER	4000	1/1/2021		ACTIV	View Consumption History

9. After you've added the bill to your cart, **you can repeat that process for all bills that you'd like to pay together.** If you add multiple bills to the cart before you check out, you can pay for them all together while only paying one processing fee. You can find "Accounts" under "Utility Billing" on the left-hand menu in order to add the bill from each utility account to your cart.

10. Once you've added all bills you'd like to pay at this time to your cart, click on your cart in the upper right-hand corner and select "Checkout." You will see a list of bills in your cart. Once you select "Continue" you'll be taken to a screen where you can enter your Account Number and Email Address. You can then check out using your debit/credit card, eCheck, or PayPal.

*When you log in next time, you can select "Utility Billing" from the left-hand menu, which will show you the list of your linked utility accounts. You can then repeat steps 8-10 to pay any outstanding utility bills.

If you have any questions or need help, please call (610) 398-2730 x353.