

'My Utilities'

Online Account Information

City of Morganton • 305 E. Union St. Suite A100, Morganton, NC 28655 • (828) 437-8863

The City of Morganton has partnered with ElectriCities to create an online Payment Portal where residents can access account information as well as pay a bill. Customers can view information such as billing history, usage history and meter reading history for their electric and water accounts. Information about property tax bills is also available.



Visit www.ci.morganton.nc.us to get started.

Step 1: Register

Go to the city website and click the 'My Utilities' link at the top right of the page. Follow the onscreen instructions. Once you enter your e-mail address and password, a confirmation e-mail will be sent to your e-mail account. Once you confirm, you will then be able to log in and add an account.

A screenshot of the registration page titled "Welcome to the City of Morganton Payment Portal". It features a blue header and a white background. On the left, there are input fields for "Email Address" and "Password", with "Login" and "Register" buttons below them. On the right, there are instructions for "RETURNING USERS..." and "NEW USERS...". At the bottom right, there is a "Forgot Your Password..." link.

Step 2: Add Accounts

Once you register and log in, you'll be prompted to add a utility, cable or tax account. (Usage history is not available for Cable accounts.)

1. Select the type of account you want to add: Utilities, Cable or Tax.
2. Enter the appropriate account information.
3. Hit the 'Add' button.
4. If the information is correct, the account will be added and you can then either 'Pay' on the account, 'Remove' the account or view the account 'History.'

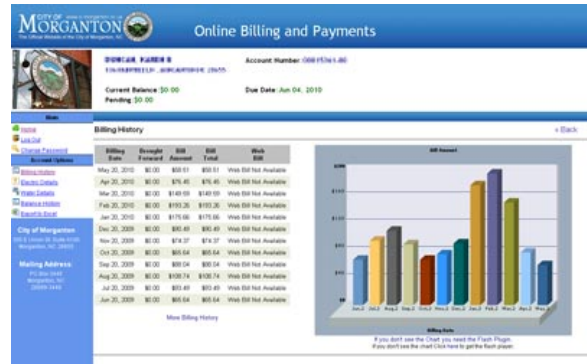
A screenshot of the account management page titled "City of Morganton Payment Portal". It features a blue header and a white background. On the left, there are tabs for "Payment Options", "Utilities", "Cable", and "Tax". The main content area shows a form for adding a utility account with fields for "Utility Account Number", "Bill Date (MM/CCYY)", and "Bill Amount (\$)", and an "Add" button. Below the form is a table with columns for "Account#", "Customer Name", "Amount Due", and "Options". The table contains one row with the following data: Account# 123456, Customer Name John A. Smith, Amount Due 0.00, and Options Pay, Remove, History.

Tip: When adding a utility account, use the 'Current Charges' amount. When adding a tax account, use the 'Total Amount Due' before any prepayment discount or late penalty.

Step 3: View Account Information

When you select the 'History' button a new window will open with the information on the account. On the left menu you can select to view:

- Billing History
- Electric Details (usage and meter readings)
- Water History (usage and meter readings)
- Balance History
- Export to Excel



Step 4: Pay Bills Online

Once you have reviewed your account history and are ready to pay your bill, close the history window and return to the Payment Portal window. Select the 'Pay' button beside your account.

You'll be prompted to enter the amount you want to pay and you will be notified that you are leaving the Payment Portal site and being directed to the Official Payments website. Official Payments charges a convenience fee to process online payments.

Once you complete the payment process at Officials Payments, you can return to the City's Payment Portal website, and click continue to return to the page and update your payment information.

If you have questions about the payment process, you can call the Business Office at (828) 438-5245 Monday - Friday from 8:00 am to 5:00 pm.

