



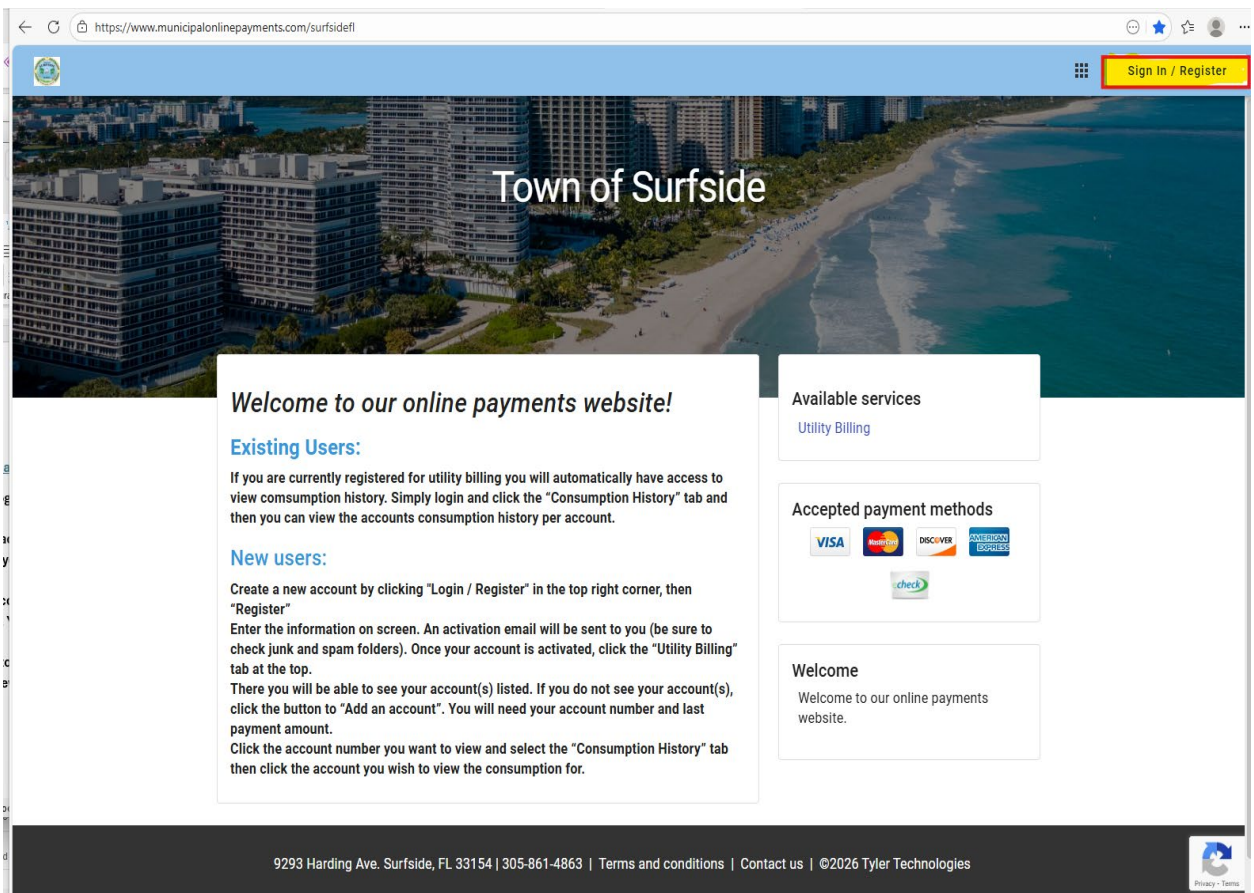
Procedure: Online Utility Bill Payment

Purpose

This document provides step-by-step instructions for customers to securely access and pay their utility bills online.

Accessing the Online Payment Portal

1. Navigate to the Town's online payment portal:
<https://www.municipalonlinepayments.com/surfsidefl>
2. Select “**Sign In / Register**” located in the top-right corner of the page.





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Account Registration

1. Click on “**Register**” to create a new account.

A screenshot of the 'Town of Surfside' website's login page. The page has a blue header with the text 'Town of Surfside'. Below the header is a navigation bar with a back arrow and the text 'Login'. The main content area contains a white box with two input fields: 'Email address' and 'Password'. Below these fields is a link that says 'Forgot password?'. At the bottom of the white box, there is a link that says 'Don't have an account? Register', which is highlighted with a red rectangular border. To the right of the white box is a blue button labeled 'Login'.

2. Complete all required fields with accurate information.

A screenshot of the 'Town of Surfside' website's register page. The page has a blue header with the text 'Town of Surfside'. Below the header is a navigation bar with a back arrow and the text 'Register'. The main content area contains a white box with several input fields: 'Email' (with a red asterisk and the text '* Email required' above it, containing the value 'john.smith@example.com'), 'Password' (with a red asterisk and the text '* Password required' above it), 'Confirm Password' (with a red asterisk and the text '* Confirm Password required' above it), 'Name' (containing the value 'John Smith'), and 'Phone Number' (containing the value '555-123-9876'). Below these fields is a link that says 'Already have an account? Login'. At the bottom right of the white box are two buttons: a white button labeled 'Cancel' and a blue button labeled 'Register'.



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3. Submit your registration.
4. An **activation email** will be sent to the email address provided.
 - o Please check your **inbox**, as well as **junk/spam folders** if necessary.
5. Follow the instructions in the email to activate your account.

Accessing Your Utility Account

1. Once your account has been activated, log in to the portal.
2. Select the **“Utility Billing”** tab located at the top of the screen.

Welcome to our online payments website!

Existing Users:
If you are currently registered for utility billing you will automatically have access to view consumption history. Simply login and click the “Consumption History” tab and then you can view the accounts consumption history per account.

New users:
Create a new account by clicking “Login / Register” in the top right corner, then “Register”
Enter the information on screen. An activation email will be sent to you (be sure to check junk and spam folders). Once your account is activated, click the “Utility Billing” tab at the top.
There you will be able to see your account(s) listed. If you do not see your account(s), click the button to “Add an account”. You will need your account number and last payment amount.
Click the account number you want to view and select the “Consumption History” tab then click the account you wish to view the consumption for.

Available services
Utility Billing

Accepted payment methods
VISA MasterCard DISCOVER
AMERICAN EXPRESS check

Welcome
Welcome to our online payments website.

Additional links
Unregister from portal

3. Your utility account(s) should be displayed.



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- If your account is not visible, select “**Add an Account.**”

The screenshot shows a web interface for online utility bill payment. It features three main sections: 'Accounts', 'Accepted payment methods', and 'Have a question?'. The 'Accounts' section indicates that no utility billing accounts are currently associated with the user's login and provides a prominent blue 'Add Account' button, which is highlighted with a red rectangular border. The 'Accepted payment methods' section displays logos for VISA, MasterCard, DISCOVER, AMERICAN EXPRESS, and echeck. The 'Have a question?' section provides contact information: a phone number (305-861-4863), a website (utilities.townofsurfsidefl.gov), and a social media handle (@townofsurfsidefl.gov), along with a 'Contact us' button. Below these sections is an 'Announcement' area with a bell icon, stating office hours (Monday through Friday from 9am to 5pm) and listing three payment methods: 'Enroll Text To Pay', 'Enroll AutoPay', and 'Scheduled Payment', each with a brief description of how they work.

- You will be required to enter:
 - Your **Utility Account Number**
 - Your **Last Payment Amount**




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4. Enter the requested information and submit.

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← **Add account**



Let's find your account

* Account Number

Please include all dashes. For example: XX-XXXX-XX

* Last Payment Amount

Cancel

Add account

Announcement



Office Hours are Monday through Friday from 9am to 5pm.

METHODS OF PAYMENT:

- Enroll Text To Pay** - will allow you to pay via Text Message when a new bill is ready.
- Enroll AutoPay** - will allow you to pay via Credit Card Draft or Bank Draft automatically every billing cycle.
- Scheduled Payment** - will allow you to sign up for a (ONE TIME) Credit Card or Bank Draft. (WILL NOT DRAFT AGAIN).

Have a question?



305-861-4863
utilities @townofsurflandfl.gov

Contact us



Privacy - Terms



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Payment Options

Customers may choose from the following payment methods:

1. Text-to-Pay Enrollment

- Enables payment via text message when a new bill is issued.

2. AutoPay Enrollment

- Allows automatic recurring payments each billing cycle.
- Payment methods include:
 - Credit Card
 - Bank Draft (ACH)

3. One-Time Scheduled Payment

- Allows a single payment to be scheduled using:
 - Credit Card
 - Bank Draft (ACH)
- This option **does not recur** automatically.

The screenshot displays the 'Utility Billing' web portal. On the left is a navigation menu with options: Home, Account detail, Transactions, Consumption, Notification history, Contact preferences, Payment methods, and Add or remove accounts. The main content area features a 'Welcome back' message, a current balance of \$0.00 due 3/2/2026, and a 'Pay Now' button. Below this are three cards: 'Last Payment' (\$536.29 paid 2/25/2026), 'Current bill' (\$536.29 billed 2/2/2026, due 3/2/2026), and an 'Announcement' regarding office hours. A 'METHODS OF PAYMENT' section lists: 'Enroll Text To Pay', 'Enroll AutoPay', and 'Scheduled Payment'. At the bottom, there is a consumption table for Water, Sprinkler, and another Sprinkler service across three periods: Mar 2022 to Feb 2023, Mar 2024 to Feb 2025, and Mar 2025 to Feb 2026.



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Additional Notes

- Ensure all account information is entered accurately to avoid delays in account linking.
- Retain confirmation receipts for your records after completing a payment.
- For assistance, please contact the Utility Billing Department. 305-861-4863 or email us utilities@townofsurfsidefl.gov