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## **GENERAL INFORMATION**

### **Who should I contact if I have a utility emergency after hours?**

In any emergency, call 911.

### **How do I contact Customer Service?**

During regular business hours (8 a.m.-4:30 p.m. Monday-Friday) call Utility Billing at 952-985-4580. Outside of regular business hours, send an e-mail to [utilitybilling@ci.lakeville.mn.us](mailto:utilitybilling@ci.lakeville.mn.us) or call 952-985-4580 and leave a message. You will receive a response on the next business day. If you have a utility emergency, call 911.

## **FIRST TIME USERS**

### **What is eUtilityBilling?**

eUtilityBilling is a convenient, safe and secure online service the City of Lakeville offers to its utility customers. With eUtilityBilling, you are able to:

- Pay utility bill any time of the day
- Receive an electronic copy of your bill instead of a paper copy
- View billing and payment history
- View water consumption history

### **How much does eUtilityBilling cost?**

It's free.

### **How do I sign up for eUtilityBilling?**

Go to the City of Lakeville's website at [www.lakevillemn.gov](http://www.lakevillemn.gov) and click on the eUtilityBilling link. You will then click on the registration tab to set up your personal account. Your registration will be processed immediately, and a verification code for your initial login will be emailed to you. You may begin making online payments immediately.

### **What information do I need to sign up?**

You will need your 18-digit account number. This number can be found on your utility bill.

### **What can I use as my username?**

Your username can be anything you want and it is not case sensitive. We recommend that you use the first letter of your first name and your last name.

### **What can I use as my password?**

Your password must be at least 7 characters long and is case sensitive. It can include any combination of numbers, letters or special characters, but does not need to include all of these.

### **Where is my verification code?**

A verification code is required for your initial login to eUtilityBilling. Once you are registered, a verification code will be sent to the email address provided during registration. If you do not receive your verification code, contact Utility Billing Monday through Friday between 8 a.m. and 4:30 p.m. at 952-985-4580 or [utilitybilling@ci.lakeville.mn.us](mailto:utilitybilling@ci.lakeville.mn.us).

## **LOGIN**

### **I can't log in/my password doesn't work.**

Your password is case sensitive. Please be sure to type the password using upper and lower case characters as needed. After 5 attempts of the incorrect password, the system will lock you out. After 10 minutes you will be unlocked and the system will allow you to click on the "Forgot your Password" button.

### **What if I forget my password?**

You may request your password by clicking on the "Forgot your Password" button which is located on the login page. Enter your username, then click on the "Forgot your password?" button. Your password will be sent to your email address.

### **How do I change my password?**

You can change your password any time by clicking on the "Change Profile" button and then by clicking on the "Manage Password" button.

### **What if I forget my username?**

If you forget your username, contact Utility Billing Monday through Friday between 8 a.m. and 4:30 p.m. at 952-985-4580 or [utilitybilling@ci.lakeville.mn.us](mailto:utilitybilling@ci.lakeville.mn.us).

## **SECURITY**

### **How do I know my computer connection is secure?**

To ensure you are on a secure server, look for the padlock or key icon in the lower right hand corner of your internet browser. The padlock should appear locked and the key should appear connected to indicate a secure server. The symbol may not be visible on general information screens about the service, but will be reflected on any screens that will transmit your confidential account information. Another indication of a secure website is the web address bar. It will change from http://... To https://... The “s” indicates the hypertext transfer protocol (http) is secure.

### **If my computer is left inactive, how long do I have before I am logged off?**

If your computer is left inactive for a period of 20 minutes, you will be logged off.

## **UTILITY BILL**

### **What is eBill?**

When registering for eUtilityBilling, you may elect to receive eBills. An eBill is an electronic copy of your water and sewer utility bill. If you choose to receive eBills, you will no longer receive a paper copy of your bill. We will notify you by e-mail when your eBill is ready for viewing.

### **How do I change from paper bills to eBills?**

If you would like to change your billing preference, click on Change Profile, then on Manage Profile, and change your selection in the Receive eBills box.

### **How do I view my utility bills?**

Click on Billing History, then click on any of the dates under the Bill Date column to see the details of each bill. If you elected to receive eBills, you will also see the word “View” under the Web Bill column. When you click on any of the “View” links, a separate window will pop up with your eBill.

### **I have signed up for eBills but do not see the word “View” under the Web Bill column.**

Utility bills received prior to signing up for eBill will not be available for view under the Web Bill column.

### **I click on the word “View” under the Web Bill column, but nothing happens0**

If you click on the word “View” under the Web Bill column and are unable to see the bill, you may have to turn off your “Pop up Blockers” On the top toolbar, click on Tools, then Pop-up Blockers. Make sure the setting is set to “Turn off Pop-up Blockers.”

## **PAYMENT**

### **What payment methods does the City accept?**

Customers have the option to pay with an Automatic Payment Plan, one-time or recurring credit card charges, or by check, including checks over the phone.

### **What is the Automatic Payment Plan?**

The Automatic Payment Plan allows your utility bill to be paid from your checking, savings or credit card automatically – no checks to write, no postage to buy, no late payments. It's free, fast and completely hassle-free.

### **How do I sign up for the Automatic Payment Plan?**

Complete and return the Automatic Payment Plan Authorization form found on our website or on the eUtilityBilling system, and include a voided check (for checking accounts) or deposit slip (for savings accounts). We need a hard copy of the form because your signature is required.

### **How soon will the Automatic Payment Plan start?**

The process should take effect with your next billing cycle. Please continue to pay your bill as usual until the message "AUTOMATIC PAYMENT – DO NOT PAY" appears on the top of your bill.

### **Is there a charge for this service?**

No. The City does not charge for automatic payments, and you enjoy the savings of no postage to mail your bills.

### **What if I try the Automatic Payment Plan and don't like it?**

You can cancel your authorization for automatic payments at any time by notifying us in writing, by calling us at 952-985-4580, or by sending an e-mail to [utilitybilling@ci.lakeville.mn.us](mailto:utilitybilling@ci.lakeville.mn.us).

### **When will the payment be transferred from my checking, savings or credit card account?**

It will be transferred on the billing due date.

### **What if I change banks or accounts?**

Just complete a new Automatic Payment Plan Authorization form.

### **What credit cards are accepted by the City?**

The City accepts Visa, MasterCard, and Discover.

### **I am trying to make a payment online, but am unable to proceed. What's wrong?**

Once you select your payment method and click the Go button, you will be directed to a 3<sup>rd</sup> party site. Make sure to click OK on the message notifying you that you are being redirected. If you still don't see another window with your payment options, your pop-up

blocker may not be allowing the payment site to open. On the top toolbar, click on Tools, then Pop-up Blockers. Make sure the setting is set to “Turn off Pop-up Blockers.”

**Will I receive confirmation of my payment?**

After you make a payment with a credit card, a screen confirming successful payment will show the payment card, date, time and amount. You may print a copy of this confirmation screen for your records.

**Are there locations where I can drop off my payment?**

Yes, there are four utility payment drop boxes in Lakeville:

- City Hall: 20195 Holyoke Avenue
- Lakeville Liquors Kenrick: County Road 46 and Kenrick Avenue
- Lakeville Liquors Galaxie: County Road 46 and Galaxie Avenue
- Water Treatment Facility: 18400 Ipava Avenue

## **MOVING**

### **I am moving into Lakeville from another city. How do I set up utility billing?**

Call Utility Billing during regular business hours (8 a.m.-4:30 p.m. Monday-Friday) at 952-985-4580.

### **I am moving out of my current house in Lakeville and into another house in Lakeville. What information do you need?**

Approximately two business days before your closing, you will either need to complete the online moving form or call Utility Billing during regular business hours at 952-985-4580. To complete the online form, click on the “Moving” tab located on the left side of the screen. Then click on the tab titled “I am moving to another location WITHIN the City.” Once the form is complete, click on the submit button. You should expect to receive your final bill within 10 business days.

### **I am moving out of my current house and into a new house outside of Lakeville. What information do you need?**

Approximately two business days before your closing, you will either need to complete the online moving form or call Utility Billing during regular business hours at 952-985-4580. To complete the online form, click on the “Moving” tab located on the left side of the screen. Then click on the tab titled “I am moving to another location OUT of the City.” Once the form is complete, click on the submit button. You should expect to receive your final bill within 10 business days.

### **When I move out of my house does the City turn off the water?**

No, the City does not turn off the water when a person moves out of their house. The City will schedule a meter reader to go out for a final reading on your meter to close out your account.