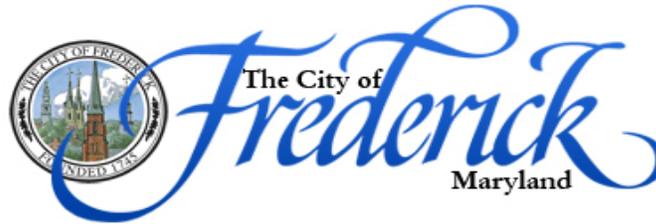


Randy McClement  
Mayor



**Aldermen**

Kelly M. Russell  
President Pro Tem

Michael C. O'Connor  
Philip Dacey  
Joshua Bokee  
Donna Kuzemchak

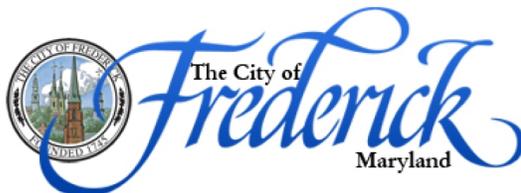
To: Citizens  
From: Water/Sewer Billing Department  
Date: 7/01/2017  
Ref: Citizen Access online portal

The City of Frederick is excited to offer customers online access. The online portal will allow inquiry on your water/sewer accounts in addition to making online payments without convenience fee. Below are instructions for creating and accessing your online account. Please have your bill available. Bill information is needed during the creation of your online access.

Go to: [www.cityoffrederick.com/billpay](http://www.cityoffrederick.com/billpay)

Click **new user** on the left hand side which will prompt you to create your account. You must enter a valid email address, create a password that is 8-50 characters long and contains letters and numbers, and enter a first and last name. To complete the registration process, you will then receive an email from [accounting@cityoffrederick.com](mailto:accounting@cityoffrederick.com) with a link to confirm your email address and password. If you successfully confirm your email and password, your account will then be activated and you can log in.

**Log in** with your email address and password. Click on **Bill Pay**. This will take you to **Manage Accounts**. Click on **add accounts** to add each water/sewer account. You will need to enter your account number located at the top right of your bill (see sample below: Account Number: 00123456789).



JOHN DOE  
101 N COURT STREET  
FREDERICK MD 21701

**WATER AND SEWER BILL**

For Billing Inquiries Please Call  
301-600-1421  
Between 8:00 AM and 4:30 PM

Bill Date: 04/01/2017

**Account Number:** 00123456789

Account Name: JOHN DOE

Service Address: 101 N COURT STREET

Route Number: 602

Please CONFIRM the correct **service address** has been added. If the wrong account was added, check the box next to the account and hit delete then add correct account. If you have multiple properties to add, click the **add accounts** button again to continue adding additional accounts.

To pay your bill click **pay bills**, check the box beside the account you want to pay and hit next. The amount will default to the amount due. Enter the amount you want to pay in the box and click next. Enter payment information for a one-time payment. Payment source is only accessible when you have saved a payment source. Saved payment source data is encrypted and not stored on our database. Saved payment source is required to be used when scheduling a payment or when you elect to make recurring payments. Recurring payments occur on the payment DUE DATE.

On the left hand side of the page you have buttons that allow you to access other areas like **account information** which provides a summary of accounts you have added to your online access. The **statement** button allows you to access and reprint your bills. **Payment history** will show the last 8 payments made to each assigned account.

Should you have any questions or need assistance, please do not hesitate to contact us at 301-600-1421.

Sincerely,

Water/Sewer Team  
The City of Frederick  
[accounting@cityoffrederick.com](mailto:accounting@cityoffrederick.com)