



SmartBill for SmartBill Customer

SmartBill Summary

Below is a list of your SmartBill(s) and the amount due for each. You need to pay each bill separately by clicking on the Pay SmartBill button for each account listed below.

Account Number	Past Due Amount	Current Charges	Current Charges Due Date	Total Amount Due	Payment Amount	
1234567890	\$0.00	\$247.29	08/14/2008	\$247.29	\$	PAY SMARTBILL ▶

By clicking on the Pay SmartBill button you are accepting the [Terms and Conditions](#).
Upon payment you will be presented and emailed a payment confirmation.

» **Select payment option & enter payment details**

OPTION 1 - ELECTRONIC CHECK/ACH

Routing Number
Bank Account Number
Account Type
Pay on Date



Routing Number Bank Account Number Check #
Save Payment Details

This payment is secure. [Click here](#) for details.



Making a secure Payment from this PDF requires Adobe Version 7 or above.



Attention Mac users: Please open this PDF using Adobe Reader version 7 or above (and not your Mac Preview) to make payment.

OPTION 2 - CREDIT/DEBIT CARD



If you would like to pay this bill using a debit or credit card displaying one of the logos below, [please click here](#) to be redirected to the Western Union Speedpay secure payment site.





Billing Date: July 25, 2008
Account Number: 1234567890
Customer Name: SmartBill Customer

Go Green! Keep up the habit of turning off lights as you leave a room, especially in summer. Lights add a lot of heat. Replace regular incandescent bulbs with CFL (compact fluorescent light) bulbs. More energy tips at talgov.com.

Account Summary as of July 25, 2008

Previous Balance	266.92
Payment Received	-266.92
Current Charges and Adjustments	247.29
Total Amount Due	\$247.29

Service Address: 1234 Smart Meter Lane, Tallahassee, FL 32301 (City)

Electric – Residential Historical Consumption

Month	KWH	Month	KWH	Month	KWH
Jul-08	775	Feb-08	704	Oct-07	920
Jun-08	1448	Jan-08	1044	Sep-07	1689
May-08	916	Dec-07	585	Aug-07	1644
Apr-08	651	Nov-07	516	Jul-07	1897
Mar-08	751				

Gas – Residential Historical Consumption

Month	CCF	Month	CCF	Month	CCF
Jul-08	7	Feb-08	61	Oct-07	11
Jun-08	11	Jan-08	89	Sep-07	13
May-08	12	Dec-07	56	Aug-07	12
Apr-08	23	Nov-07	36	Jul-07	11
Mar-08	42				

Water Service – Residential Historical Consumption

Month	CGAL	Month	CGAL	Month	CGAL
Jul-08	94	Feb-08	51	Oct-07	81
Jun-08	173	Jan-08	100	Sep-07	70
May-08	181	Dec-07	84	Aug-07	48
Apr-08	108	Nov-07	59	Jul-07	119
Mar-08	65				

Electric – Residential

Service from 6/21/2008 – 7/22/2008				\$123.01
Meter No	Curr Read	Prev Read	Billed Usage	
E1234	12375	11600	775 KWH	

Gas – Residential

Service from 6/21/2008 – 7/22/2008				\$23.51
Meter No	Curr Read	Prev Read	Billed Usage	
G1234	1730	1723	7 CCF	

Water Service – Residential

Service from 6/21/2008 – 7/21/2008				\$19.29
Meter No	Curr Read	Prev Read	Billed Usage	
W12345	12005	11911	94 CGAL	

Sewer Service – Residential

\$45.91

Refuse Service – Residential

\$15.30

Stormwater – Residential

\$7.27

Fire Service – Residential

\$13.00

Total Charges for Service Address \$247.29

Detach this portion and return with your payment.

City of Tallahassee
Your Own Utilities

Account Number	Past Due Pay Now	Current Charges Due 8/14/2008	Total Amount Due
1234567890	\$0.00	\$247.29	\$247.29

SmartBill Customer
1234 Smart Meter Lane
Tallahassee Leon FL 32301

City of Tallahassee
600 N. Monroe St.
Tallahassee, FL 32301-1262

For more information on these and other services, visit talgov.com

CUSTOMER SERVICE

- Representatives are available at (850) 891-4YOU (4968) weekdays 8 am – 5:30 pm excluding holidays.
- Automated utility account information is available 24 hours a day, 7 days a week. Go online to talgov.com and click on "YOU Online" or call 891-4968.
- To report utility outages or emergency repairs, call Utility Services at 891-4YOU.
- Hearing/speech impaired customers may call TDD (850) 891-8169 weekdays 8 am – 5:30 pm except holidays.

TO CHANGE OR CLOSE OUT YOUR ACCOUNT

- **Moving to Another Address:** Transfer your service online at talgov.com. You may also fax a request to Utility Customer Services at (850) 891-0901, or mail your request to Utility Customer Service, Box A-2, 300 S. Adams St., Tallahassee FL 32301.
- **Mailing Address Change:** Note the mailing address change on the bottom portion of the bill and forward with your payment.
- **To Close Your Account:** Utility accounts can be closed online at talgov.com or by calling Utility Services at 891-4968.

PAYMENT INFORMATION

Remittance stub (bottom portion of bill) should be provided with payment to avoid delays or posting errors. Fees or disconnects caused by failure to provide the remittance stub are the customer's responsibility. Payments received after 2 pm that require posting to 25 or more accounts/premises will be posted the next business day. **Payment options:**

- **Bank Draft:** Sign up for ACH (Automated Clearing House) checking account withdrawal.
- **Mail:** Mail check or money order with the bottom portion of the bill in the envelope provided or mail to Revenue Division, Box A-4, 300 S. Adams St., Tallahassee FL 32301.
- **Online:** Visit talgov.com and pay with most major credit cards or E-Check. Transfer fee applies.
- **Telephone:** Call (850) 891-2126 or 1-877-765-8189 (Toll Free) and pay same as **online**. Transfer fee applies.
- **Drive Through:** 600 N. Monroe St., Weekdays, 8 am – 5 pm. No credit card payments. Non-cash night drop payments can be made 24-7. Payments accompanied by a valid remittance stub, placed in the drop box by 2 pm posted the same day; after 2 pm will be posted the next business day.
- **Renaissance Building:** In-person payments can be made at 435 N. Macomb St., weekdays, 8 am – 5:30 pm.
- **Banks & Credit Unions:** Many local banks and credit unions accept payments. Must have bottom portion of bill and payment must be NO later than 5 business days before the bill due date.
- **EDI Payments:** Electronic Data Interchange for governmental accounts.

UTILITY BILLING DUE DATES

- All utility bills are due when rendered.
- Bills are past due if payment is not received within 20 days of the bill date.
- On all past due non-residential bills, a penalty on late payments equal to 9% of the past due balance will be assessed.
- After past due date, a service charge will be assessed and a service order will be issued to disconnect services. If a disconnect order is issued, all past due amounts including related service charges must be paid before services can be restored.

CUSTOMER ASSISTANCE

- **Budget Billing:** Levelizes your monthly utility bills.
- **Medical Alert Status:** If critical life-support equipment is used in your home, please report your circumstances to Utility Services.
- **Credit Referral Assistance:** For those experiencing economic or other hardships, we have information on agencies that may provide assistance.
- **Energy Audits:** We will conduct a free home or business inspection and discuss ways to more efficiently use the services provided by Utility Services.



Should you need to change your email address, please complete the form below:

Account Number:

Old Email Address:

New Email Address:

Confirm New Email Address:

SUBMIT ▶

Note: If you have multiple account numbers listed on your SmartBill, please change the email address for each account you want to change

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SECURE PAYMENT: Frequently Asked Questions

Q: How do I know that my SmartBill and payment are secure?


A: Secure Email Delivery:

This SmartBill that contains this payment form has been encrypted. Encryption is of the highest 'banking-industry' standard.

Offline Viewing:

Your SmartBill is being viewed offline (locally on your computer) and the information and payment form is not accessible over the Internet. It is only available on your computer when you opened the secure SmartBill using the **first 5 digits of your billing address ZIP code**. This information is only held locally on your machine for as long as you have the SmartBill open.

Secure Data Transfer:

Your payment information is submitted over a secure 128 bit SSL connection (the same as would be used on a secure HTTPS website that displays this lock ). As this payment is directly from your encrypted invoice (and not on a website), it is therefore significantly more secure.

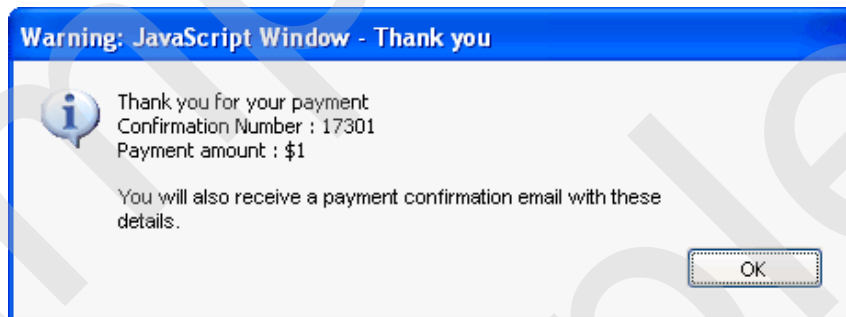
Trusted Payment Provider:

Payments are processed by accredited & audited payment providers.

- NACHA - The Electronic Payments Association is the leading organization in developing electronic solutions to improve the payments system.

Q: How do I know if my payment went through?

A: When the process is complete and you have selected "Pay SmartBill", the payment is processed and you will receive an immediate popup window that looks like:



You will also receive a payment confirmation email with relevant payment details and confirmation number.

Q: I don't think my payment went through. Who should I contact?

A: If you have any questions about bill payment, please contact us at (850)891-4968. You can also email us at SmartBill@eBill-talgov.com.

Q: What does the "Save payment details" option do?

A: **Save payment details** will remember your partial payment information, so next time you receive your SmartBill, the information will be pre-populated. When you select this option, instead of re-entering the information each time, you just click the "Pay SmartBill" button. However, if multiple people pay this SmartBill please don't select this option.

Q: Can I pay with a different account/payment method once my details have been remembered?

A: Yes, simply type over the pre-populated information with your new banking details or select a new payment option and complete the relevant details. If you select the "Save payment details" again, the new banking information will be stored once you click "Pay SmartBill" and successfully make a payment.

Q: How do I prevent the SmartBill from saving my payment information?

A: Simply deselect the "Save payment details" box, and the system will not save your details. Once you click "Pay SmartBill" and successfully make a payment, your details will not be stored for future use.

Q: How do I permanently remove previously saved payment details?

A: Contact a City of Tallahassee customer service representative to have your payment details removed from the system.

Q: What is the security warning that I see when clicking on "Pay SmartBill"?

A: Payments are processed by Western Union who are accredited and audited payment providers. Adobe will verify that you are about to connect to the Internet when submitting a payment to Western Union. Click the "Allow" button when you see the warning below.



Note: If you do not wish to see this warning again select the check box "Remember my action for the site"

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