



April, 2015

Dear Utilities Customers:

The City of Flint has available a new automatic payment service that is online and avoids the need for customers to handle their bills by mailing in a payment every month. Point & Pay is now providing utilities customers with one-time and recurring electronic payment services. We have prepared information so you can transition your account by creating an account with Point & Pay. By using the login information and instructions included with this letter, you can establish your payment schedules and other services quickly and easily. Due to certain passwords requirements and the need to protect your financial information, you will need to register your new Point and Pay account to begin having this service process your payments. There is no fee if you use your banking information and pay with an e-check. If you wish to use a credit or debit card, there is a fee of \$2 for each \$100 increment in processing payments.

In order to establish your recurring payment schedule with Point & Pay, you need to access our new web site. Please use the access link below, as well as the instructions that accompany this letter, in order to access your property and enroll your utility account so it can be paid online. For your reference, one-time payments are allowed using the Point & Pay service as well.

Access link: www.cityofflint.com/propertyservices

When you arrive at the new site, please use the search tool to find your account. From there, you will be presented with options to setup your account for recurring payments (or to pay your account if making a one-time payment). After accessing the enrollment page, use the information provided to enroll your account. All you need to do is configure the schedule and enter your preferred payment information using the instructions/screenshots with this letter.

For help accessing your account, or with any other parts of the new program, please use the contacts below for customer service:

Point & Pay
Customer Service Department
(888)891-6064; Option 2
agency-support@pointandpay.com

City of Flint
Utilities Billing Department
(810)766-7470, ex 2104
1101 S. Saginaw Street
Flint, MI 48502

Thank you for working with us through this transition and we look forward to continuing to support you with improved service and better online accessibility.

Sincerely,
Amanda Trujillo, Deputy City Treasurer



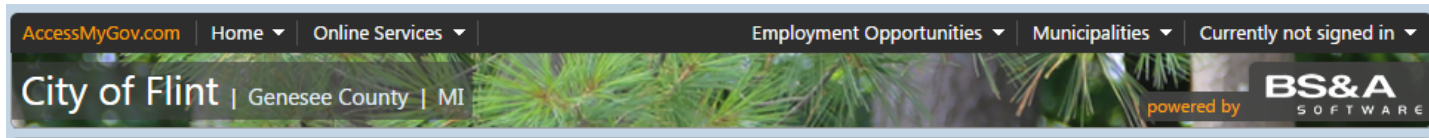
**Access and Enroll in
Recurring Payments
at our Property Services site at AccessMyGov.com**



Pay your water bill with a recurring payment account

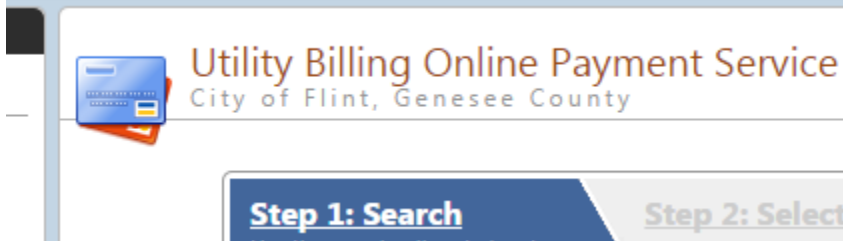
Search for your account

Go to the web site www.cityofflint.com/propertyservices



ONLINE SERVICES

On the right, under **Internet Services** click on **Utility Billing Payments** to get to the location on our billing system where you can search for your account (you should see the “Search” information options).



Access your account by inputting the your name (last name first), your address

★ Address: , or **Utility Billing Location ID** (i.e. account number). Select your account by clicking on the record you want to set up.

Address	Reference #
1780 S DORT HWY	41-17-426-029 (Parcel Number)

Once you get to your account record, click on the location for enrolling to process recurring payments (see below). (Note that one-time payments are allowed as well).

Recurring Payments

[Sign up for Recurring Utility Bill Payments.](#)

The link will take you to our dedicated secure internet site:

The screenshot shows the City of Flint Point & Pay website interface. At the top left is the City of Flint logo. The main header is blue with the text "City of Flint". On the right, there are links for "Log In Point & Pay Services" and "Register". Below the header is a navigation menu with buttons for "Make Payments", "AutoPay", "My Payments", "My History", "My Profile", and "Support". The "AutoPay" button is highlighted in blue. Below the navigation menu is a progress bar with three steps: "Step 1: Enroll Payments", "Step 2: Review and Submit", and "Step 3: Confirmation and Receipt". The "Step 1: Enroll Payments" step is active. The main content area is titled "Step 1: Enroll Payments" and includes instructions: "Please complete the form below. When finished, click the Continue button and you will be asked to review the information for accuracy before your enrollment is processed." A note states: "Note: * indicates a required field." Below this is a section titled "My Enrollments" which contains a table with columns for "Payment Type", "Account Number", "Payment Plan", and "Delete Item". The table has one row with a "Close" button on the left and a "Delete Item" button with a red 'X' on the right. The "Payment Type" is "Utility water and sewer", "UB Location ID" is "DORS-001780-0000-02", and "Payment Plan" is "Due Date Driven". Below the table is a "Registration" section with instructions: "If you have already registered with Point & Pay, please log in now." and "If you have not registered with Point & Pay, please take a minute to register; registration is fast, easy and free." Two blue arrows point from the text above to the "Due Date Driven" radio button and the "register" link in the registration section.

This City of Flint/Point and Pay site is where you can register your account. You will want to click the circle for "Due Date Driven" and then click on the register link.

Register your account

You will want to register by establishing a password for your email account and clicking



(see the image on the next page).

[X]

Register with Point & Pay

Provide a valid email address and a secret password to register. We will send a registration confirmation to the email address you provide.

Note: * indicates a required field.

Email Address:*

Password:*
(See below for password requirements)

Re-type password:*

Password requirements:

1. 8 characters or longer.
2. Have at least 2 of the following:
 - a. upper case letter
 - b. lower case letter
 - c. number
 - d. symbol

Sign in and account set up

Once you arrive back at the recurring enrollment page, sign in to your account by clicking on "Log in" (see the image on the next page), and provide the information that Point & Pay will use for you. Note that e-check payments using your routing number are free. If you choose to use a credit or debit card, a fee of \$2 is charged for each \$100 increment of your payment.

- Make Payments
- AutoPay**
- My Payments
- My History
- My Profile
- Support

Step 1: Enroll Payments Step 2: Review and Submit Step 3: Confirmation and Receipt

Step 1: Enroll Payments

Please complete the form below. When finished, click the Continue button and you will be asked to review the information for accuracy before your enrollment is processed.

Note: * indicates a required field.

My Enrollments

Payment Type	Account Number	Payment Plan	Delete Item
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Registration

If you have already registered with Point & Pay, please [log in](#) now.

If you have not registered with Point & Pay, please take a minute to [register](#); registration is fast, easy and free.

A fee will be charged for use of this service. The amount of the fee will be calculated based on the information you have provided and presented on the next page.

Log in to Point & Pay



Email Address:

Password:

Log In

[I forgot my password](#)

If you have not registered with Point & Pay, you may do it now; it's free and takes about a minute. [Learn more](#)

Register Now

Enroll as a recurring payment customer

Use the features provided by Point & Pay to configure when and how you want your recurring payments to occur. If you want your recurring payments to run indefinitely, simply omit the end date.

My Enrollments

Refresh

Payment Type	Account Number	Payment Plan	Delete Item
Close Payment Type: * Utility-Demo UB Account Number: * 004527 Payment Plan: * Payment Plan <input checked="" type="radio"/> Due Date Driven Make payments: * 2 days before due dates Start this service on: * 10/06/2014 End this service on: 10/06/2018			

Cardholder Information

First Name: * ETHAN Last Name: * HENSON
Address Line 1: * 5708 CORNERSTONE Address Line 2: *
City: * LANSING State: * Michigan Zip Code: * 48917
Phone Number: * 5171234567 Email Address: * mmarsh@bsasoftware.i
 Update my profile with name, address and phone information

Payment Information

You may select a charge card or checking account from your eWallet, or use one not currently in your eWallet.

Payment Method: * Credit or Debit Card
Card Number: * 4111111111111111
Expiration Date: * (in mm/yy format) 06/17
CVV: * 123 [Where is this number?](#)
 Add this payment device to my eWallet. I'd like to reference it as _____ (optional, up to 30 characters)

A fee will be charged for use of this service. The amount of the fee will be calculated based on the information you have provided and presented on the next page.

Continue

Maintain your account

Your new account with Point & Pay includes a lot of useful features for keep track of your bills and payments. You can view your history, track upcoming payments, edit your recurring enrollment, or cancel your payment plan.

Welcome, ETHAN | Log Out

Make Payments AutoPay **My Payments** My History My Profile Support

Step 1: Edit Payment Step 2: Review and Submit Step 3: Confirmation and Receipt

Step 1: Edit Payment

Welcome! Use this page to review payment plans you have enrolled and any upcoming payments. You may put an upcoming payment on hold, cancel it, change the payment amount, payment date, name and address information, and payment method. You can apply these changes to an upcoming payment only, or to all remaining payments.

Note: * Indicates a required field.

My Upcoming Payments

Refresh

	Payment Type	Account Number	New Bill Due Date	Due Amount	Upcoming Payment Date	Upcoming Payment Amount	Upcoming Payment Status
Edit	Utility-Demo	UB Account Number: 004527					
Edit	Utility-Demo	UB Account Number: 016510					

Continue

My Upcoming Payments

Refresh

	Payment Type	Account Number	New Bill Due Date	Due Amount	Upcoming Payment Date	Upcoming Payment Amount	Upcoming Payment Status
Save	Utility-Demo	004527					

Payment Plan

Due Date Driven
 Payment Lead Time: 2 days before due dates
 Plan Start Date: 10/06/2014
 Plan End Date: 10/06/2018
 Convenience Fee: \$0.00 (per payment)

Upcoming Payments

Current Status: None

Available Status Options:
 Select one

Cancel all remaining payments of this plan

Customer Information

First Name: * ETHAN Last Name: * HENSON
 Address Line 1: * 5708 CORNERSTONE DR Address Line 2:
 City: * LANSING State: * Michigan Zip Code: * 48917
 Phone Number: * 5171234567 Email Address: * mmarsh@bssoftware.com

All you need to do is configure the schedule and enter your preferred payment information. For help accessing your account, or with any other parts of the new program, please contact the customer service staff at ph. # 810-766-7015. Thank you.