

# HOW TO USE ONLINE UTILITY ACCOUNT MANAGEMENT



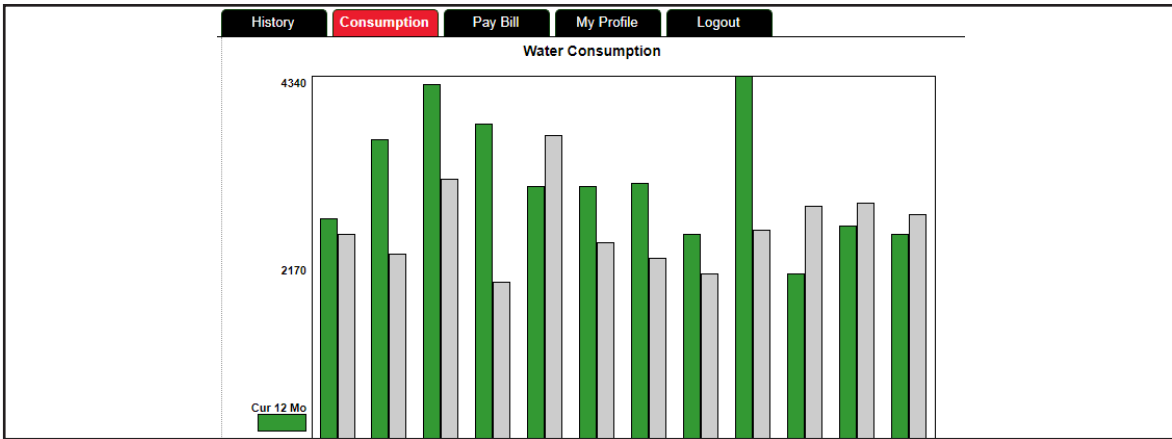
To set-up your online account, visit [ubi.gworks.com/richmondmo](http://ubi.gworks.com/richmondmo). On the left side, click “register”. Enter in your email address and choose a password. Then enter your account number and property location EXACTLY how it appears on your monthly utility bill.

Date	New Charges	Penalty	Payment	Balance
11/15/2019	\$49.41		\$158.14	\$49.41
10/15/2019	\$143.76	\$14.38		\$158.14
9/15/2019	\$193.57		\$193.57	\$0.00
8/15/2019	\$157.51		\$157.51	\$0.00
7/15/2019	\$124.00		\$124.00	\$0.00
6/14/2019	\$293.21		\$293.21	\$0.00
5/15/2019	\$140.33		\$140.33	\$0.00
4/15/2019	\$85.36		\$85.36	\$0.00
3/15/2019	\$138.60		\$138.60	\$0.00
2/15/2019	\$99.10		\$99.10	\$0.00
1/15/2019	\$75.06		\$75.06	\$0.00
12/14/2018	\$61.31		\$61.31	\$0.00
11/15/2018	\$57.88		\$57.88	\$0.00

After you have logged in with your email and password, you will be taken to the “History” tab in your account. This allows you to view past bill amounts, penalties applied and payment history.

Service	Present Reading	Previous Reading	Multiplier	Consumption Est	Amount
SEWER	692840	689200	1	3640	\$49.14
TRASH					\$11.75
WATER	692840	689200	1	3640	\$30.65
Tax					\$0.31
<b>Total</b>					<b>\$91.85</b>

To obtain detailed information about each of the charges in the history tab, click on one of lines and a new screen will pop up showing “Billing Detail”. This allows you to view details of services billed, adjustments posted, payments and service dates.



Click on the "Consumption" tab to view your usage history by month. You will see a green bar for the current year's usage and a grey bar for the previous year's usage.

The 'Pay Bill' tab is active. The 'Payment Information' section shows:

- Amount Due: \$49.41
- Payment Amount: 49.41
- Payment Method:  Credit or Debit Card,  E-Check
- Next button

To make an online payment with your credit/debit card or e-check, click on the "Pay Bill" tab. To set up automatic credit/debit card payments, enter card information, select "Save this card" and then select "Auto Pay" when processing an online payment. Online credit/debit card payments carry a 2.5% convenience fee (\$1.95 minimum charge). Online e-check payments carry a \$1.75 convenience fee.

The 'My Profile' tab is active. It contains three sections:

- My Profile:** Email Address field with a Save button.
- Change Password:** Old Password, New Password, and Verify New Password fields with a Change Password button.
- My Utility Accounts:** A table with columns for Account #, Property Location, Default, and Delete.
 

Account #	Property Location	Default	Delete
		<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input checked="" type="checkbox"/>	<input type="checkbox"/>

 Below the table is an Add Another Account button.

On the "My Profile" tab, you can change your password and view your utility account. If you have multiple utility accounts, you can add them all under one profile and they will be shown under "My Utility Accounts".

**If you have questions regarding billing and payment options, please contact City Hall at 816-776-5304 Monday-Friday 8:00 am to 4:30 pm.**