

INSTRUCTIONS FOR ACCESSING YOUR UTILITY BILL ONLINE AND CHANGING YOUR PASSWORD:

The system automatically generates an initial password for a customer.

The first time a customer logs on to view their invoice, they will be prompted to change their password to something that is more memorable. After being changed, this password should be reflected on future invoices.

To Start, the customer will need their initial password which is reflected on the May 2010 invoice or any invoice going forward. If a customer cannot find their invoice, we will have to look up their password.

After the customer has the account number and original password in hand, please go to the City of Asheboro website.

[.ci.asheboro.nc.us](http://ci.asheboro.nc.us)

On the right hand side, click on the box that says UTILITY BILLING- View & Pay Bills.

Then click on "current water and sewer bill" link under the section noted view your bill.

Then type in the account number and the password and then enter. And then change the password.

After changing the password, the customer will be directed to the view invoice screen. Click on the binoculars for the invoice desired. Customers should have access to May 2010 invoices going forward.

See below for an image of the various screens.

Customers should have access to their invoices no later than the 2nd day of the month.

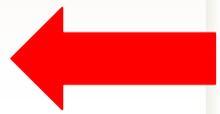
NOTE: The link to view delinquent invoices is different than the link to view regular month end bills. Delinquent notices are sent out in the middle of the month and are RED. (Regular month end billing notices are BLUE.) The password for the delinquent notice is also different from the password for the regular invoices.



News & Events

Water Notice
The City of Asheboro Water Plant will return to its standard treatment method using chloramines beginning Monday, August 9. You should begin noticing a decrease in chlorine odor. Thank you for your patience as we completed our free chlorine treatment. As always, we strive to provide our customers with high-quality potable drinking water. If you have any questions or concerns about city water, please contact the Water Treatment Plant at 616-1215.

- City Calendar
- View/Pay Utility Bills
- Cultural & Recreation Services
- Sunset Theatre
- Connect GIS
- Summer Concerts



Utility Billing - City of Asheboro - Windows Internet Explorer

http://www.ci.asheboro.nc.us/departments/utility_billing.html

File Edit View Favorites Tools Help

Utility Billing - City of Asheboro

- Airport
- City Attorney
- City Clerk
- City Manager
- Cultural & Recreation Services
- Engineering
- Finance
- Fire
- Fleet Maintenance
- Human Resources
- Information Technology
- Inspections
- Planning
- Police
- Public Works
- Sanitation
- Street Maintenance
- Water Resources
- Water & Sewer Maintenance

Utility Billing

On-line Payments

The City of Asheboro uses a third party agency to collect on-line water payments. Click here to [pay your water and sewer bill on-line](#) using a credit card. (Please note, a \$2.95 fee will be assessed by a third party collector.)

View Your Bill

Current and delinquent water bills are available for viewing on-line. In order to view your bills on-line, you must have your account number and password. Your account number and password are listed on your bills (beginning May 2010). The first time you access your account on-line, you will have the option to change your password.

Click here to view your [current water and sewer bill](#).

This bill is produced on or before the last day of the month and is due by 5:00 p.m. 15 days from the billing date indicated on on the bill.

Click here to view your [delinquent reminder notice](#).

Draft Payment Option

The City of Asheboro offers a draft payment option for utility bills. This allows customers the ability to have bills paid electronically each month from a bank account. Customers can chose from four different billing dates, allowing the payment to come from the account when it will be most convenient. Customers may cancel their draft if they decide not to continue with the program. If you have questions about the draft payment option, call Marcie Abrams at 626-1201 ext 221.

To enroll, please [click here for a form](#) and mail it along with a pre-printed voided check to:

City of Asheboro
ATTN: Marcie Abrams
PO BOX 1106
Asheboro, NC 27204-1106



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Bill Presentment and Payment :: Login - Windows Internet Explorer

https://abpp.aristainfo.com/abpp/CustomerLogin.aspx?ClientID=anc

File Edit View Favorites Tools Help

Bill Presentment and Payment :: Login

Home Contact Support



You have chosen to view your bill over the Internet. To access the proper bill(s) you will be asked to provide your Customer Number and Password.

Customer Number:
Your account number is printed on your bill. You must enter this number to access information on this site.

Password:
If we have not assigned a password for you, or if you have forgotten your password, please call us or click Contact Support to send a message regarding your problem.

Customer Login
Enter your customer number and password to access your current billing information.

*Customer Number:

*Password:

[Forgot Password?](#) | [Help](#)

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Change Password - Windows Internet Explorer

https://abpp.aristainfo.com/abpp/ChangePassword.aspx

File Edit View Favorites Tools Help

Change Password

City of Asheboro

Home Logout

Change Password

It is recommended that you change your password on a regular basis for added security.
Your password is case-sensitive, may contain spaces, and must be between 1 and 12 characters long.
Your Password Hint should be a word or phrase that reminds you what your password is in the event that you forget. The hint may be up to 28 characters long.

*Required Fields

*Current Password:

*New Password:

*Confirm New Password:

New Hint:

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Your account number will show here





View My Bill

A binocular icon in the View column indicates that the bill can be viewed online.

Account Number: [REDACTED]

Total Amount Due: \$47.90

The "Total Amount Due" equals the Past Due Amount plus Current Charges.

Any check or cash payment does not reflect the "Total Amount Due".

To view a bill Adobe Acrobat Reader must be installed as a prerequisite. If not installed, please click on the get Adobe Reader icon to install the Acrobat Reader



The account number and current amount due will show here

View	Bill Date	Due Date	Service Address	Past Due Amount	Current Charges Due
	12/6/2008	12/16/2009		\$0.00	\$47.90
	11/6/2008	11/16/2009		\$0.00	\$23.95
	10/6/2008	10/16/2009		\$0.00	\$23.95
	9/6/2008	9/16/2009		\$0.00	\$23.95

This is the log on screen that should be seen upon entry after the initial password is changed.

Bill Presentation and Payment :: Login - Windows Internet Explorer

http://192.168.4.11/abpp/CustomLogin.aspx?ClientID=gss

File Edit View Favorites Tools Help

Bill Presentation and Payment

Home Contact Support

Asheboro
Home of the North Carolina Zoo

You have chosen to view and/or pay your bill over the Internet. To access the proper bill(s) you will be asked to provide your Customer Number and Password.

Customer Number:
Your account number is printed on your bill. You must enter this number to access information on this site.

Password:
If we have not assigned a password for you, or if you have forgotten your password, please call us or click Contact Support to send a message regarding your problem.

Customer Login

Enter your customer number and password to access your current billing information.

*Customer Number:

*Password:

[Forgot Password?](#) | [Help](#)

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