

KIRKWOOD ONLINE UTILITY BILLING IS HERE!



WHERE COMMUNITY AND SPIRIT MEET®

BEGINNING WITH YOUR MAY UTILITY BILL, YOU CAN NOW REGISTER TO VIEW / PAY YOUR BILL AND MANAGE YOUR ACCOUNT ONLINE.

GET STARTED:

- Go to: www.kirkwoodmo.org/utilities. You will also find a link to this Web address from the City's Website on the home page, at www.kirkwoodmo.org.
- To initiate online account management, you must first register with the site. You will need information from your utility bill. Look for your account number and due date.
- Click on "register" on the left-hand navigation bar. In the box for "Account ID" enter your account number, including the hyphen. In the box for "Due Date," enter your due date in a six-digit format. For example, May 12, 2010, would look like this: 051210.
- You will then be asked for some other information, including an email address. Once you have completed the registration process, you will receive a confirmation email.
- If you have any problem with the registration process, please call the City's Utility Billing Customer Service Department at 822-5843.

MANAGE YOUR ACCOUNT:

- **View Payment History:** You will be able to view your last 20 payments.
- **Make Payments:** You will be able to make an "on demand" payment once you have provided and saved credit card information in the system.
- **AutoPay:** You will be able to have your payments automatically paid every month after you have provided credit card information.
- **Consumption:** You will be able to view your electric and water usage.
- **Billing History:** You will be able to view three years of bills.
- **Service Summary:** You will be able to view services and charts showing usage.
- **Edit Account:** You will be able to make changes such as mailing address, telephone, email address, etc.

City of Kirkwood
139 S. Kirkwood Road
Kirkwood, MO 63122
www.kirkwoodmo.org
Follow us on Twitter: @kirkwoodcity AND @munipower

Utility Billing Customer Service Phone: 314-822-5843
Hours: 8:00 a.m. to 5:00 p.m., Monday-Friday
E-mail: kwutil@kirkwoodmo.org

The image shows a sample utility bill header for the City of Kirkwood. It includes the city logo, name, and address. A red box highlights the 'Date Due' field with an arrow pointing to it, and another red box highlights the 'ACCOUNT NUMBER' field with an arrow pointing to it. The account number is shown as 'XXXXX-XXXXX'. Below the header is a section for 'KIRK CARE' with a checkbox and a barcode area. At the bottom, there is a line for 'Total Amount Due' with a value of '9,999.99' and a note to 'PLEASE RETURN TOP PORTION WITH PAYMENT'.

Above is a sample of Kirkwood's utility bill format, indicating location of "due date" and "account number."