



# HOW TO SIGN UP FOR SOUTH BEND'S UTILITY ONLINE BILLING SYSTEM

YOU MUST ENROLL IN THE ONLINE PORTAL TO SIGN UP  
FOR AUTOPAY VIA A BANK ACCOUNT OR CREDIT/DEBIT  
CARD, SIGN UP AND RECEIVE PAPERLESS STATEMENTS.

**WEBSITE:** South Bend's new online portal can be found at [utilities.southbendin.gov](http://utilities.southbendin.gov). Click on Sign Up Now to register for a new account.

## MY ACCOUNT LOGIN


**Username**


**Password**

Remember me

[Contact Us](#)





[Forgot your password?](#)  
[Forgot your Username?](#)

[Login](#) 


[Quick Pay](#) 

## SIGN UP

Creating a Username gives you access to your account details and some great tools including:

-  - View and pay your bills online
-  - Review your transaction and payment history
-  - Analyze and download water and sewer usage
-  - Add multiple accounts to your web profile

Before you get started, please have your most recent bill handy to complete the registration form.

[Sign Up Now](#) 



**ARE YOU A NEW CUSTOMER?**

Fill out our online [Application for New Service](#).



**ACCOUNT NUMBER:** Be sure to have your most recent bill handy as you'll need your new account number when creating an account.



**South Bend  
Municipal Utilities**

PO Box 7125 South Bend, IN 46634-7125

**Digits Only.**

**Do not include any special characters**

Account Number: 13-5835-300

\*[1/1]\*

Name: JOHN DOE

Service Address: 1234 E STREET

## MESSAGE CENTER

Amount Due **\$81.65**  
Date Due **01/28/2021**

### ACCOUNT SUMMARY

Previous Balance	\$159.43
Payment(s) Received	-\$159.43
Penalties	\$0.00
Loans / Loan Interest	\$0.00
Deposit Refund / Deposit Due	\$0.00
Payment Arrangement	\$0.00
<b>Balance Forward</b>	<b>\$0.00</b>

Utility Charges	Bill Date	01/08/2021
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Residential IC 5/8" Water		\$14.00
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### Water Consumption



**CREATING AN ACCOUNT:** Fill out the information below in the required fields, then click Register Now. You will get a confirmation email after registering an account.

## WEB ACCESS REGISTRATION

The information provided will only be used for the purpose of registration and not for forwarding unsolicited emails.

### LOGIN DETAILS

**\*Username:**

**\*Password:**

**Fair password**

**\*Confirm Password:**

**\*Forgot Password Security Question:**  What is the name of your favorite sports team?

**\*Forgot Password Security Answer:**

### PERSONAL DETAILS

**\*First Name:**

**\*Last Name:**

**\*Email Address:**

**\*Confirm Email:**

**Mobile Phone Number:**

**\*Account Number - See below for sample**

Account Number is not valid, or it is not related to you.

**\*Telephone Number:**



**PORTAL:** Once logged into the new portal, you'll have access to a menu of items on the left-hand side ranging from billing to water usage.

1 Change Account      ROCKNE DR, SOUTH BEND, IN 46615      Refresh      Logout

Home      **CSR Access** - TIP: Don't forget to ask the customer what device they are using.      CSR Menu

Enter the Username:       or Account Number:       Switch Account

**WELCOME TO MYACCOUNT DASHBOARD.**  
A convenient way to check on your account details and information that matters. Alerts, recent usage and bill details allow you to monitor your usage and control your utility bill costs.

**ACCOUNT DETAILS**      MY RECENT ACCOUNT ACTIVITY View All

Service will be shut off if \$143.92 is not paid before Dec 11, 2020

Nickname:	
Address:	ROCKNE DR, SOUTH BEND, IN 46615
Name:	.
Past Due:	\$143.92

**MY CURRENT BILL**

Current Balance: **\$143.92** due **Nov 03, 2020**

[View My Current Bill](#)      [Pay Bill](#)

Service	Current Charges	Past Due	Penalty	Balance
WATER	\$0.00	\$37.58	\$0.00	\$37.58
SEWER	\$0.00	\$77.38	\$0.00	\$77.38
REFUSE	\$0.00	\$28.96	\$0.00	\$28.96
	\$0.00	\$143.92	\$0.00	\$143.92

No recent activity available



**BILLS & PAYMENTS:** View current and past bills. Sign for Auto Pay, paperless bill or pay by text by clicking on Pay My Bill.

The screenshot shows a utility account management interface. At the top, there's a header with 'Change Account', the address 'ROCKNE DR, SOUTH BEND, IN 46615', and 'Refresh' and 'Logout' buttons. A sidebar on the left contains navigation links: Home, Bills & Payment (highlighted with a red arrow), Transactions, Billed Usage, Compare, Service Requests, Profile, and Forms. The main content area is titled 'BILLS' and features a table of bills with columns for 'View Bill', 'Date', and 'Bill Amount'. The first row is highlighted with a red box. To the right of the table is a 'View My Current Bill' button. Below the table, there's a note about Adobe Reader. On the right side, a panel displays the 'Current Balance: \$143.92 due Nov 03, 2020' and three buttons: 'Pay My Bill', 'Auto Pay', and 'Paperless Bills', all highlighted with red boxes. A red circle encompasses this payment options panel. At the bottom of this panel, it states 'This account is not eligible for a bill payment extension at this time.'

Change Account      ROCKNE DR, SOUTH BEND, IN 46615      Refresh      Logout

Home      **Bills & Payment**      Transactions      Billed Usage      Compare      Service Requests      Profile      Forms

**BILLS**      View My Current Bill

View Bill	Date	Bill Amount
View Bill	15-Oct-2020	\$71.96
View Bill	11-Sep-2020	\$71.96
View Bill	7-Aug-2020	\$74.77
View Bill	7-Jul-2020	\$69.15
View Bill	8-Jun-2020	\$69.15
View Bill	7-May-2020	\$66.34
View Bill	9-Apr-2020	\$71.96
View Bill	9-Mar-2020	\$69.96

Get ADOBE® READER®      Bills are presented in Acrobat Reader format.      Download the free Adobe Reader to view and print your electronic bills.

Current Balance: \$143.92 due Nov 03, 2020

Pay My Bill  
\$0 Credit Card Fee  
\$0 eCheck Fee

Auto Pay

Paperless Bills

This account is not eligible for a bill payment extension at this time.



**BILLS & PAYMENTS:** When you click on “Pay My Bill” to sign for Auto Pay, paperless bill or pay by text.




## Your Account at a glance

I want to...

[Pay my invoices >](#)

**NEW** [Manage my accounts >](#)

Services

-  **AutoPay** [EDIT](#)
-  **Paperless** [EDIT](#)
-  **Pay By Text** ✓

[Recent Open Invoices >](#)

*No history available*

[Recent Closed Invoices >](#)

Invoice Date	Account #
10/16/2020	138908300
9/10/2020	138908300

[Recent Payments >](#)

*No history available*

[Upcoming Scheduled Payments >](#)

*No history available*



## TRANSACTIONS: View past transactions.

1 Change Account      ROCKNE DR, SOUTH BEND, IN 46615      Refresh      Logout

Home      **CSR Access** - TIP: Don't forget to ask the customer what device they are using.      CSR Menu

Bills & Payment      Enter the Username:      or Account Number:      Switch Account

Transactions      Enter Username      Enter Account Number

Billed Usage

Compare

Service Requests

Profile

Forms

### TRANSACTION DETAILS:

Show 10 entries      Search:

Date	Description	Amount
No data available in table		

Showing 0 to 0 of 0 entries      First      Previous      Next      Last

**Download**

Downloads are provided in .CSV format for spreadsheet imports.  
If your spreadsheet software does not open automatically when you click the downloaded file, save it and open it manually.





# BILLED USAGE: View your water consumption from the past two years.

1 Change Account      ROCKNE DR, SOUTH BEND, IN 46615      Refresh      Logou

Home      Bills & Payment      Transactions      **Billed Usage**      Compare      Service Requests      Profile      Forms

CSR Access - TIP: Don't forget to ask the customer what device they are using.      CSR Menu

Enter the Username:      or Account Number:      Switch Account

Enter Username      Enter Account Number

Water      Sewer

## WATER USAGE

Welcome to our Consumption Inquiry. This tool shows your meter readings over the past 24 months. A convenient temperature overlay may be displayed to show how the weather has affected your consumption.

Chart your Usage: Water (Meter ID: 40299156)

0 CCF      2 CCF      6 CCF

Lowest Usage on 2020-04-24      Average Usage / Read      Highest Usage on 2019-10-24

No user login has been linked to this account number so the user events cannot display.

The chart displays water usage in CCF (Cubic Feet per Foot) over a 24-month period. The y-axis ranges from 2 CCF to 8 CCF. The x-axis represents time. Blue bars indicate monthly water usage, and a green line with markers shows the temperature overlay. The usage peaks at 6 CCF in late 2019 and is lowest at 0 CCF in early 2020.

Usage Type	Value	Date
Lowest Usage	0 CCF	2020-04-24
Average Usage / Read	2 CCF	-
Highest Usage	6 CCF	2019-10-24



COMPARE: Compare usage to last bill or year over year.

Change Account

ROCKNE DR, SOUTH BEND, IN 46615

Refresh Logout

Home

CSR Access - TIP: Don't forget to ask the customer what device they are using. CSR Menu

Bills & Payment

Enter the Username: Enter Account Number Switch Account

Transactions

Billed Usage

Compare

Service Requests

Profile

Forms

Compare Last Bill Compare Year Over Year

### COMPARE USAGE TO LAST BILL.

Comparing Water (Meter ID: 40299156) by Usage for read date 26-Aug-2020 Refresh Chart

You used the same amount of water compared to your previous bill

Usage on your current bill, read on <b>24-Sep-2020</b>	2 CCF	2 CCF
Usage on your previous bill, read on <b>26-Aug-2020</b>	2 CCF	2 CCF



# PROFILE: Update account information, notifications and guest access.

1 Change Account      ROCKNE DR, SOUTH BEND, IN 46615      Refresh      Logout

Billed Usage  
Compare  
Service Requests  
**Profile**  
Forms

Profile    Account List    Notifications    Guest Access

Need to update your Mailing Address or Pre-authorized Payment details? [Try our online Forms.](#)

### Profile

\* Required Information

Username:

\*First Name:       \*Last Name:

\*Email Address:       \*Confirm Email:

Telephone:       Ext:

Mobile Phone:

### Security

\*Security Question:  Last name?

\*Security Answer:

Change Password:



**FORMS:** Transfer or stop service, request payment extension, contact the Utilities team with a question or comment.

The screenshot shows a utility portal interface. At the top, there is a dark blue header with a 'Change Account' button on the left, the address 'ROCKNE DR, SOUTH BEND, IN 46615' in the center, and 'Refresh' and 'Logout' buttons on the right. Below the header is a light blue navigation bar with a 'CSR Access - TIP: Don't forget to ask the customer what device they are using.' message and a 'CSR Menu' dropdown. The main content area is white and features a section titled 'INTEGRATED SELF-SERVE SMART FORMS' with the subtitle 'Single sign-on connectivity passes account information from the portal to the form.' Below this, there is a list of six service options, each in a light blue button: 'Stop Service / Move Out', 'Transfer Service', 'Questions and Comments', 'Install Plan Sign Up', 'Request Waiver', and 'Request Payment Extension'. On the left side, there is a vertical navigation menu with icons and labels for 'Home', 'Bills & Payment', 'Transactions', 'Billed Usage', 'Compare', 'Service Requests', 'Profile', and 'Forms'. A red arrow points from the 'Forms' menu item to the 'INTEGRATED SELF-SERVE SMART FORMS' section.

