



## UTILITY BILLING CITIZEN SELF SERVICE

### EFT Set Up

The City is implementing a new customer portal in April 2022 called Citizen Self Service. Utility customers who want to automatically pay their bills from a bank account can enroll in EFT via Citizen Self Service. Go to [www.minotnd.org/MyBill](http://www.minotnd.org/MyBill) and click 'Link Bank Account for Autopay'.

#### **Step 1: Sign In**

Enter the email and password you used when registering your account, then click Sign In.

A screenshot of a web sign-in form. At the top is a blue circular icon with a globe and two arrows. Below it is the text "Sign in to community access services." There are four buttons for social login: "Sign in with Google" (with the Google 'G' logo), "Sign in with Apple" (with the Apple logo), "Sign in with Microsoft" (with the Microsoft logo), and "Sign in with Facebook" (with the Facebook 'f' logo). Below these is a horizontal line with "OR" in the center. There are two input fields: "Email address" and "Password". Below the password field is a checkbox labeled "Remember me". A large blue button labeled "Sign in" is positioned below the checkbox. At the bottom, there are three links: "Forgot password?", "Unlock account?", and "Help". At the very bottom, there is a link: "Don't have an account? [Sign up](#)".

## Step 2: Complete EFT Form

Click Manage Bills

Home

Citizen Self Service

Utility Billing

### Welcome to Citizen Self Service

**Announcements**  
Welcome to the City of Minot Citizen Self Service. Here you will find information such as account balances, bill amounts and due dates, payment history as well as consumption history. You will be able to set up and maintain ACH payments from this site as well as make changes to your bill delivery preferences.

**Profile Information**  
Profile information not found.

**Utility Billing Accounts**

Customer Name	Service Address	Account	Customer	Parcel	Manage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<a href="#">Manage Bills</a>

Click the Automatic EFT Payments menu option. Enter the required information and click Continue.

**Helpful hint for Bank name field: Type your bank's routing number in the Bank name field and then select your bank from the list that is displayed.**

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Citizen Self Service

### Utility Billing

Automatic EFT Payments

To sign up for automatic payments, please complete the form below.

**Service Address**

**Account Number**

Bank name \*   
For auto-lookup, begin typing a bank name or routing number.

Bank routing number \* (9 digits)

Confirm routing number \*

Bank account number \*

Confirm account number \*

Bank account type \*  Checking  Savings

Name on bank statement \*

Phone number on bank statement \*

Email address on bank statement \*

\* indicates required values.

### **Step 3: Submit**

Confirm the information you entered is correct, then click Submit.

Home Citizen Self Service	<b>Utility Billing</b> <b>Automatic EFT Payments</b> <b>Review</b>
	<b>Bank name</b>
<b>Utility Billing</b> Accounts Manage Bills Account Summary <b>Automatic EFT Payments</b> Contact Us	<b>Routing number</b>
	<b>Bank account number</b>
	<b>Account type</b>
	<b>Name as it appears on your bank statement</b>
	<b>Your telephone number</b>
	<b>Your email address</b>
	<b>Submit</b> <b>Modify</b> <b>Cancel</b>

- EFT will remain active until you stop it.
- Your utility bill will automatically be deducted from your designated bank account on each bill due date.

## Updating or Stopping EFT Payments:

You can make changes to or discontinue EFT under the Automatic EFT Payments menu option in Citizen Self Service.

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**Automatic EFT Payments**

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New Search

### Utility Billing

#### Automatic EFT Payments

To sign up for automatic payments, please complete the form below.

You are already signed up for Automatic Payments. You can make changes to your automatic payments by completing the form below.

If you would like to discontinue automatic payments, please [click here](#).

**Service Address**

**Account Number**

**Current Automatic Payment (EFT) information**

<b>Bank name</b>	WELLS FARGO BANK NA (NORTH DAKOTA)
<b>Routing number</b>	XXXXX0010
<b>Bank telephone</b>	800 745-2426
<b>Account number</b>	XXXXX
<b>Account type</b>	Checking

**Your name**

**Your telephone**

**Your email address**

[Copy current EFT information](#)

Bank name \*   
For auto-lookup, begin typing a bank name or routing number.

Bank routing number \* (9 digits)

Confirm routing number \*

Bank account number \*

Confirm account number \*

Bank account type \*  Checking  Savings