City of Margate

Bill2Pay Payment Portal

User Manual

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MAKE A ONE-TIME PAYMENT

To proceed, you must locate your account number, found on the top, right-hand corner of your bill. For this instructional, we will be using the account number found below:

28553-225788

CITY OF MARGATE
Together We Make It Great

For questions regarding your bill or payments:
Contact Customer Service
Mon - Fri 8:00 a.m - 5:45 p.m
(954) 884-3666
E-Mail waterbills@margatefl.com
Fax: (954) 969-3424
After hours, emergencies & repairs (954) 972-0828

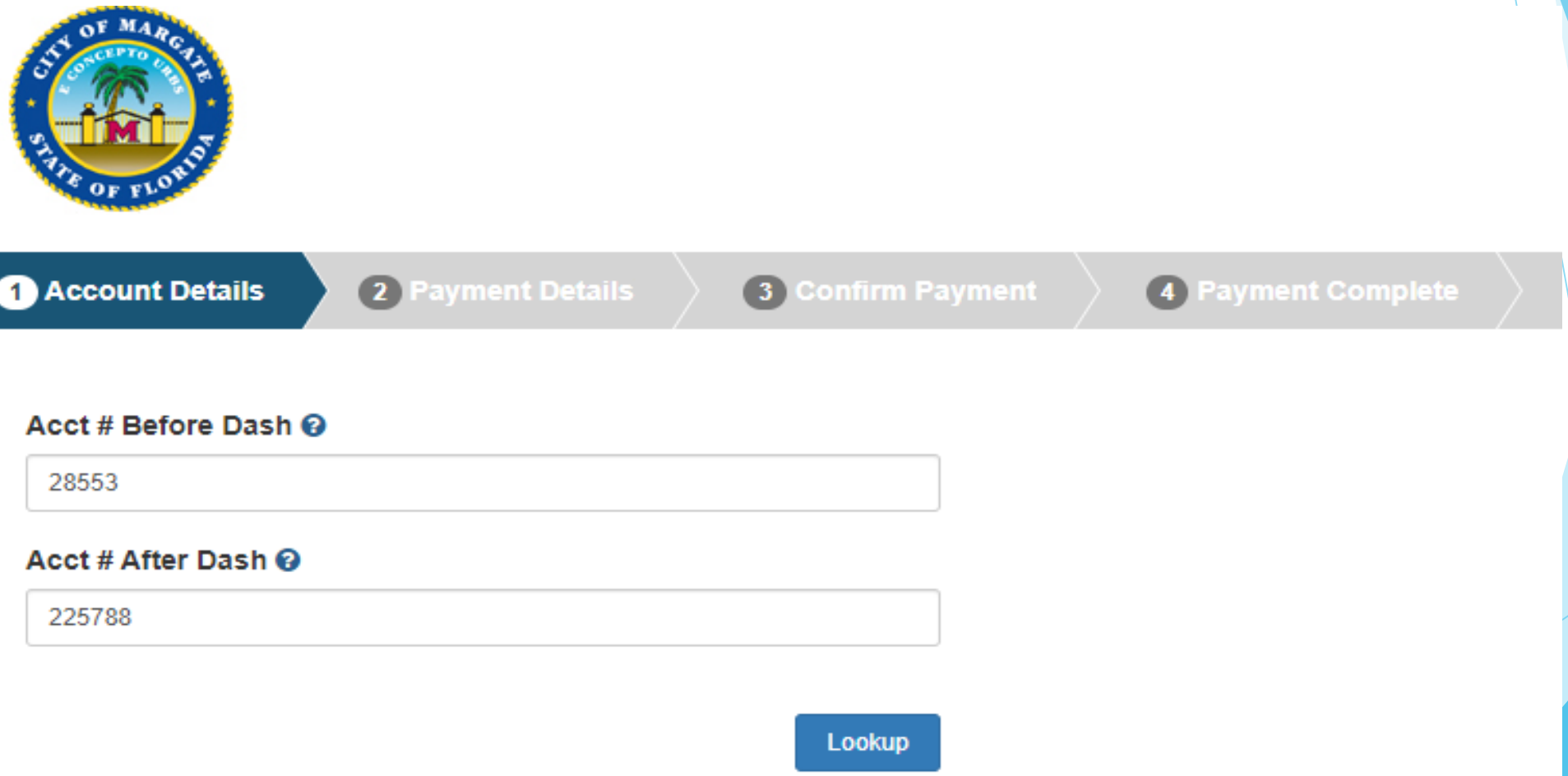
CITY OF MARGATE
SPRINKLER
5790 MARGATE BLVD
MARGATE FL 33063-3614

SERVICE ADDRESS	5650 NW 29TH ST			
METER NUMBER	DAYS	CURRENT	PREVIOUS	USAGE
60699082	29	235000	234000	1000

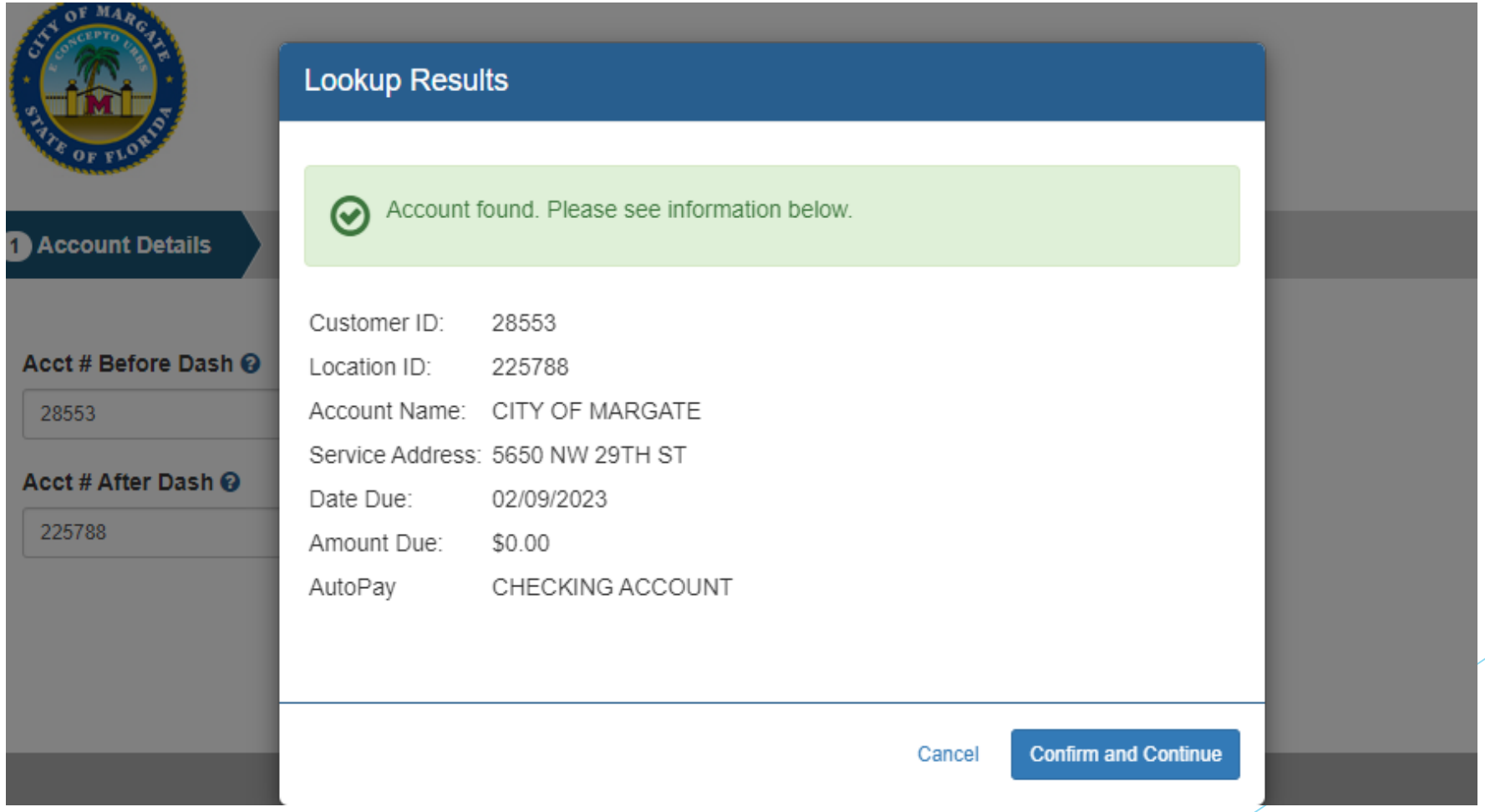
ACCOUNT NUMBER	28553-225788
CYCLE / ROUTE	03-28
SERVICE PERIOD	12/14/2022 - 01/12/2023
BILLING DATE	01/20/2023
PREVIOUS BILL	$390.50
PAYMENTS	-$390.50
ADJUSTMENTS	$0.00
PAST DUE BALANCE	$0.00
CURRENT CHARGES	$390.50
TOTAL DUE	$390.50
DATE DUE FOR CURRENT CHARGES ONLY	02/09/2023

5

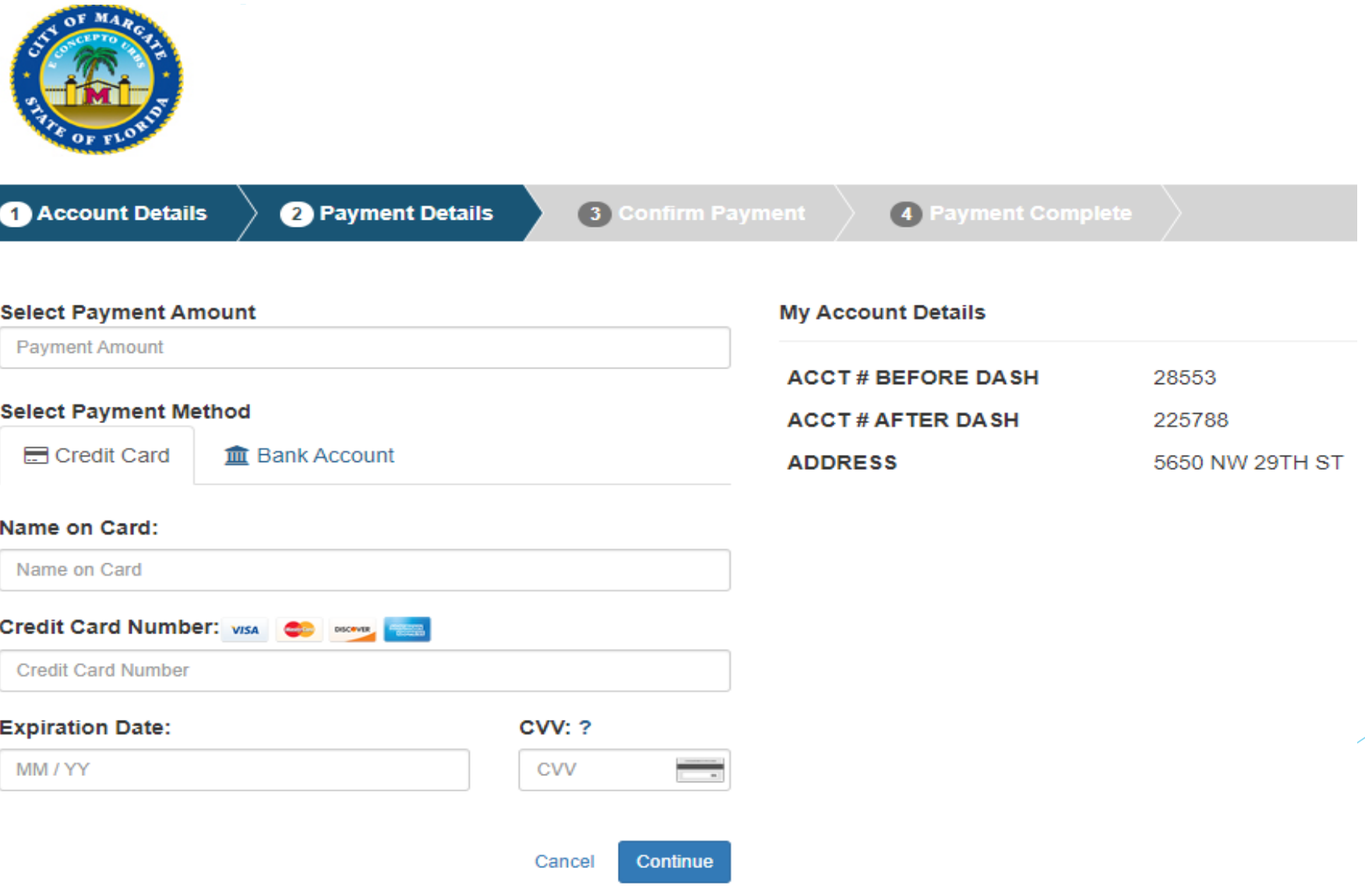
Visit the payment portal at the link below and click on ‘make a one-time payment’ and enter your account information as displayed below.



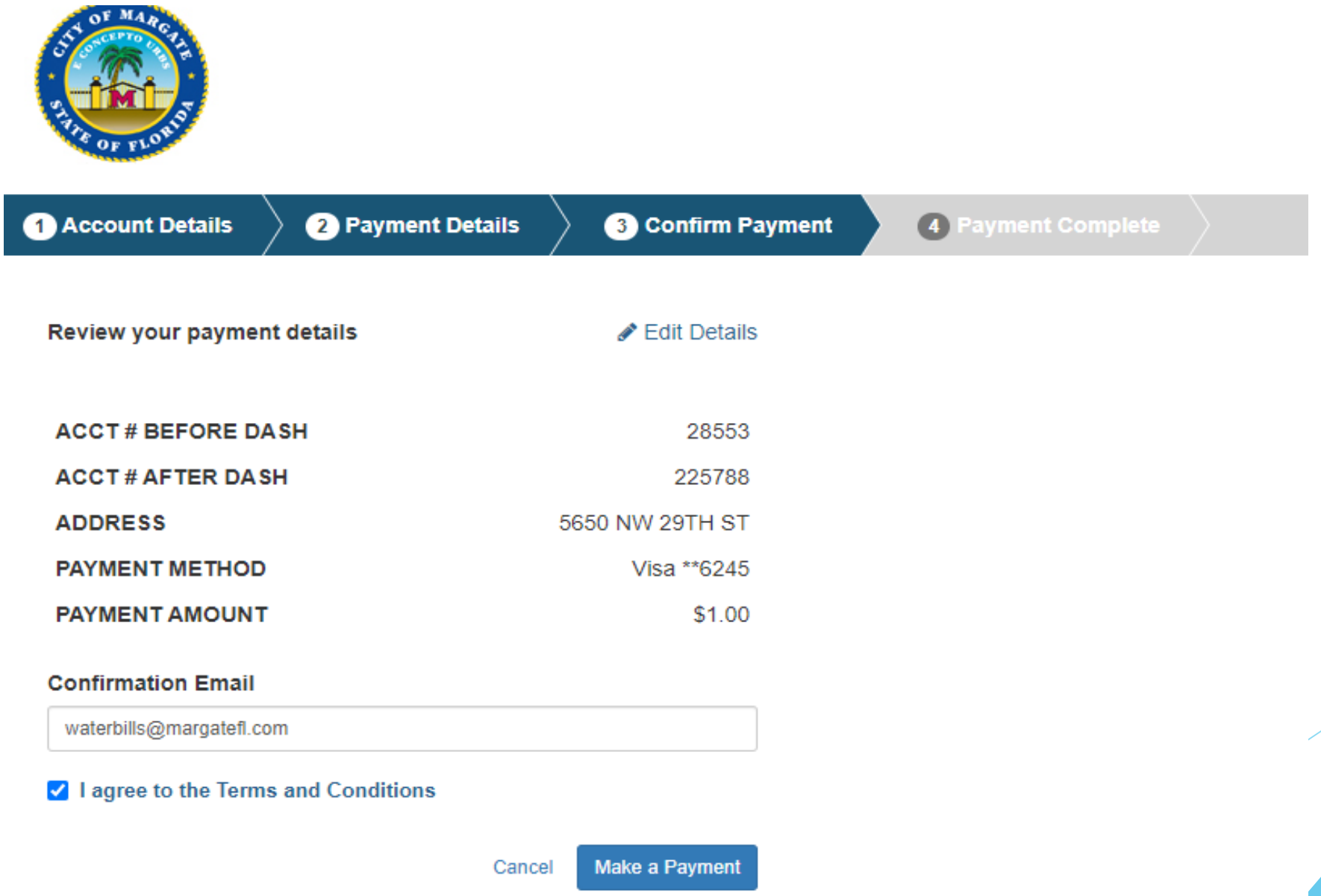
6 Verify the account information is correct, and click on confirm and continue. If there is a delinquent amount, it will appear on this screen with the disconnection date.



7 The payment amount will default to the total account balance. To pay another amount click on other amount and enter dollar amount with the



Customer must enter email address and agree to terms and conditions, then select make a payment.



CITY OF MARGATE
Together We Make It Great

1 Account Details | 2 Payment Details | 3 Confirm Payment | 4 Payment Complete

City of Margate

Thank you for your payment!

The account update to City of Margate was successful.

CONFIRMATION NUMBER	**0000228283**
ACCT # BEFORE DASH	17791
ACCT # AFTER DASH	214932
PAYMENT DATE	November 17, 2022 04:49 PM EST
PAYMENT METHOD	Visa **1111
CONFIRMATION EMAIL	jearll@margatefl.com
PAYMENT AMOUNT	$290.06

Create Profile

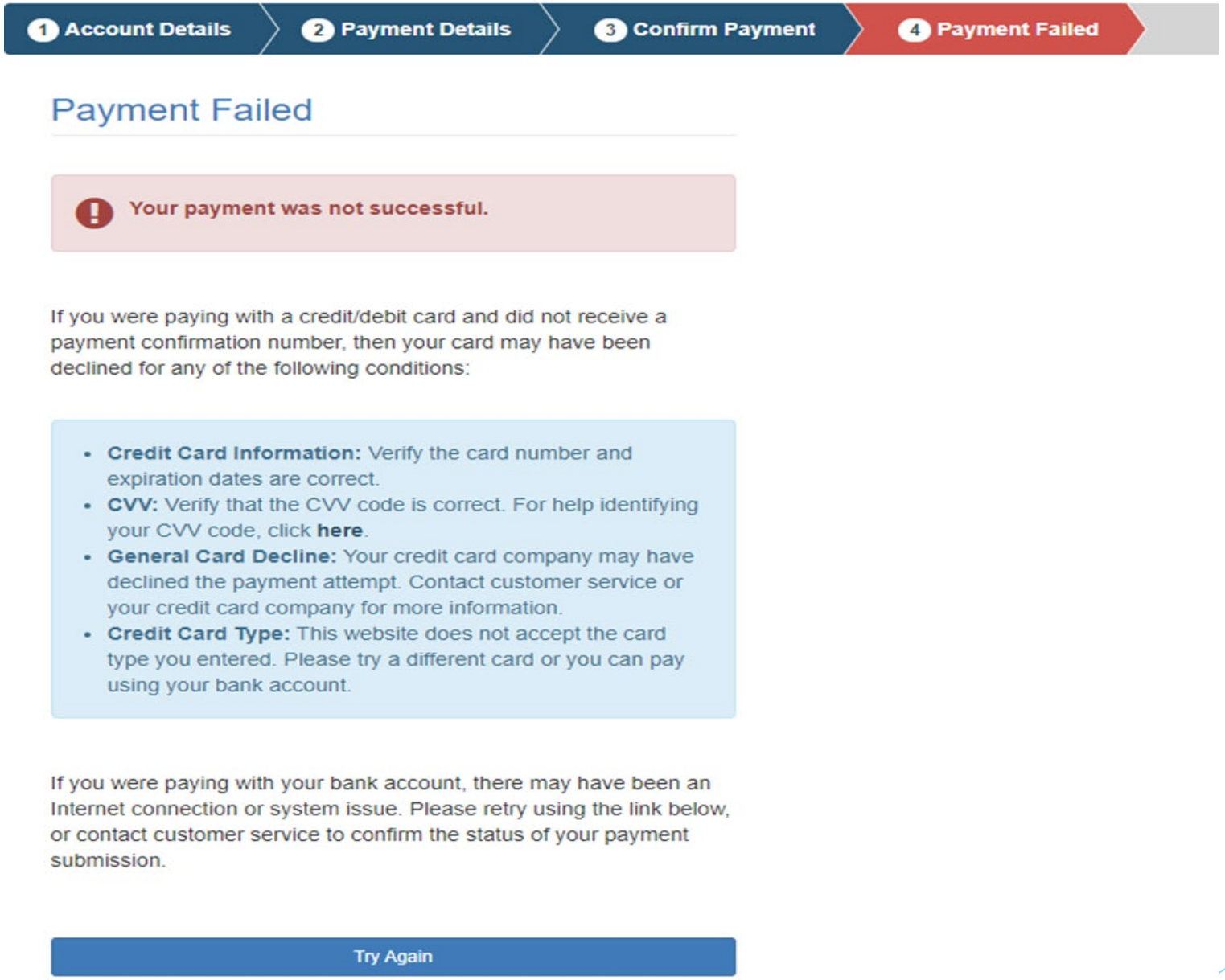
Want to make this process easier? Create a profile with the information used for this transaction.

Print for your Records

If your utility service has been disconnected and payment is made before 5:30 PM EST, call customer service at (954) 884-3666 to have service reconnected the same business day. Service can be restored after normal business hours by calling (954) 972 0828 after 6 PM and an additional fee will apply.
For further information please send an email to waterbills@margatefl.com

This is the confirmation number that will be on the screen and an email receipt will be sent to the address provided on the previous screen.

10 There are reasons a payment may fail.



CREATING A PROFILE

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CURRENT CHARGES	$390.50
TOTAL DUE	$390.50
DATE DUE FOR CURRENT CHARGES ONLY	02/09/2023

Visit the payment portal on the link below – under Create a Profile, select whether you are a tenant or an owner/landlord. *(carefully choose option, as profile will not work if the incorrect link is used)*

Welcome to the New City of Margate Utility Billing Portal from Bill2Pay. You can now schedule future payments, set up automatic payments from either a checking account or credit/debit card and set up email or text message alerts.

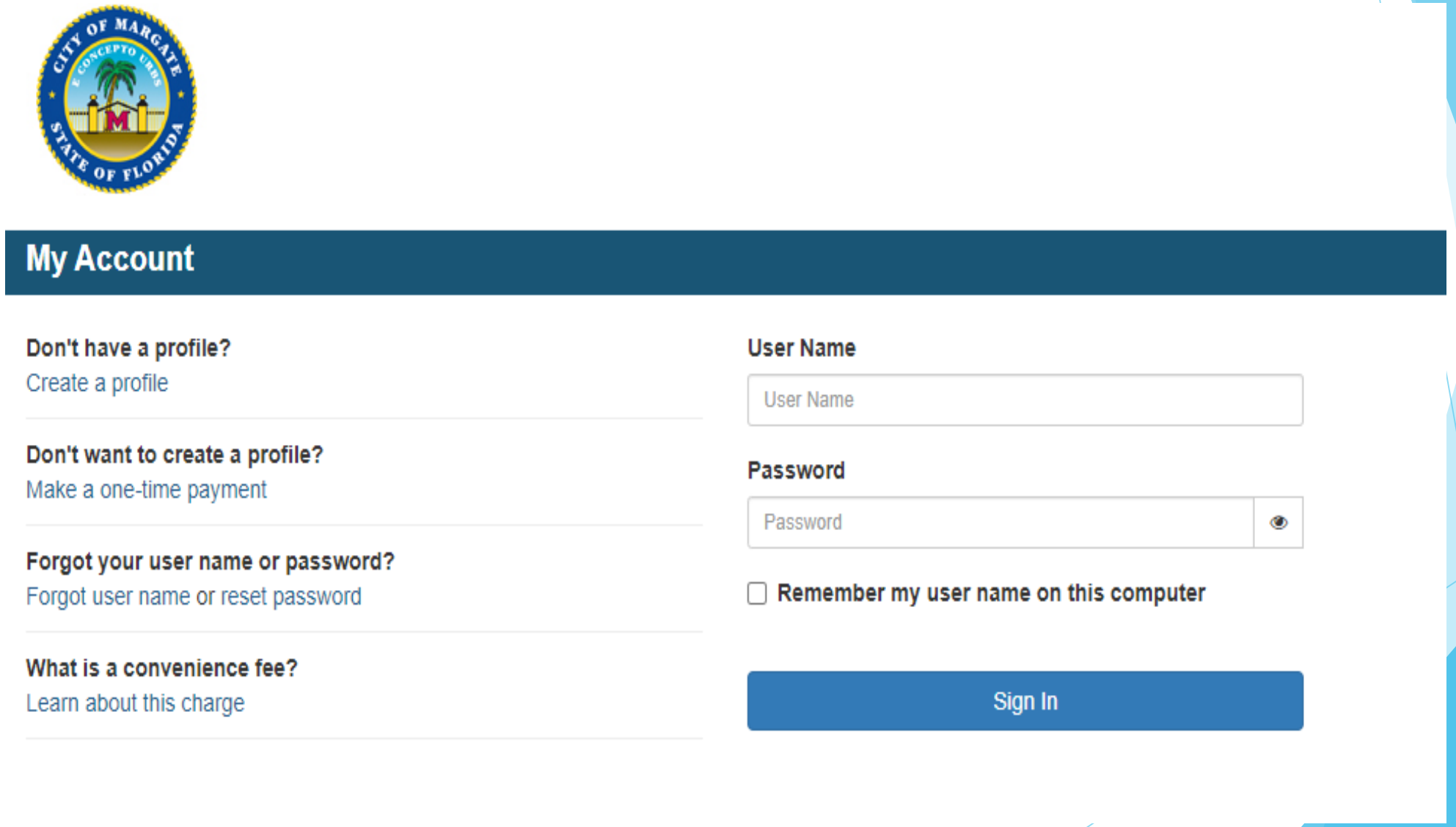
One Time Payment

Make a one-time payment

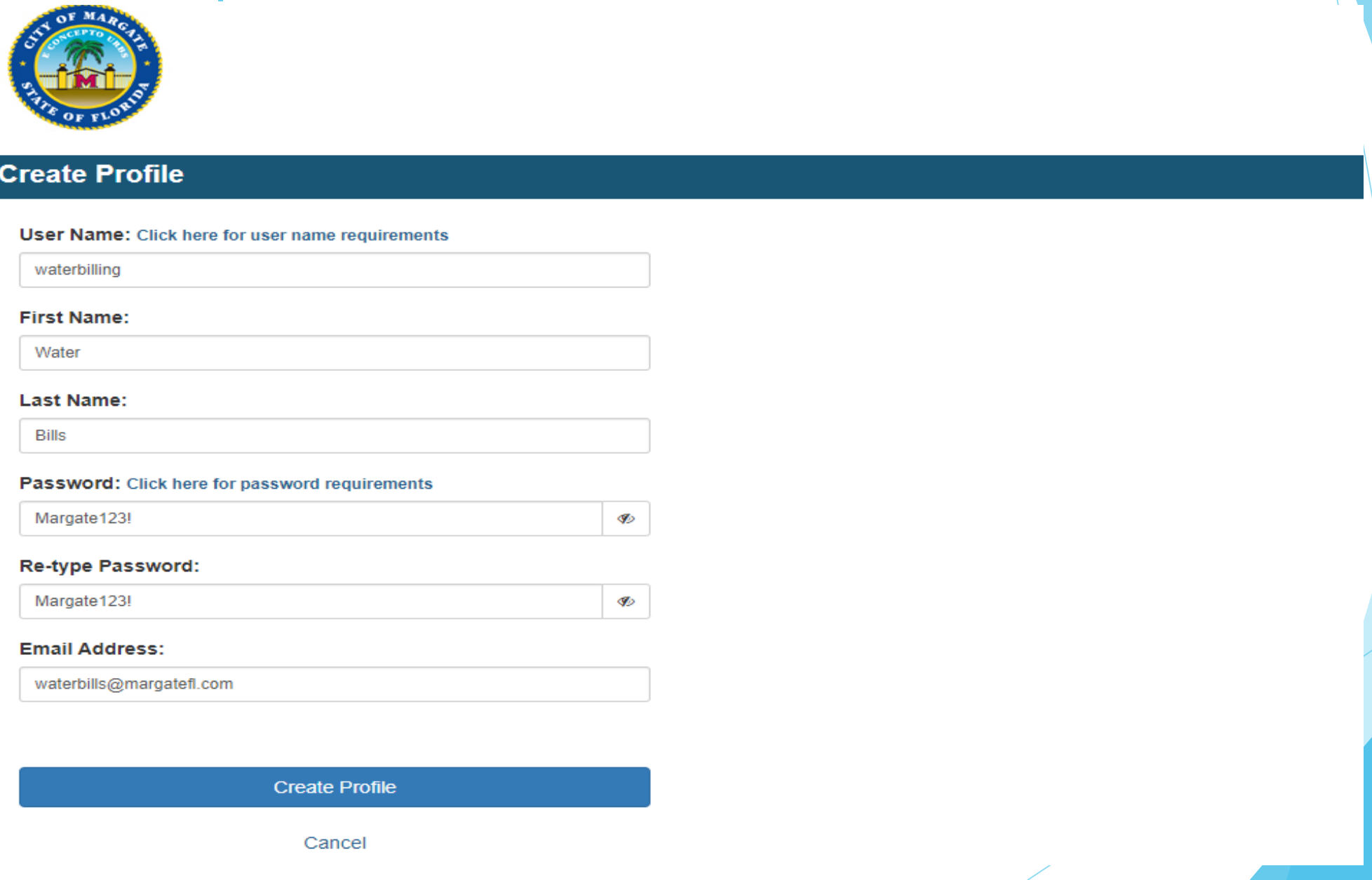
Create a Profile

I am a tenant
I am an owner/landlord

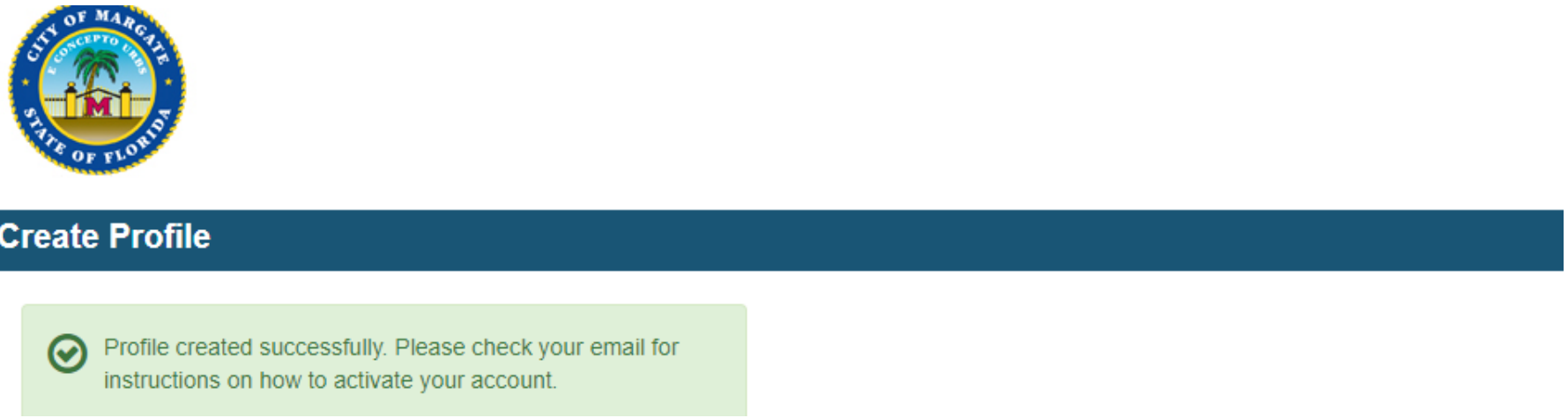
After making your selection, you will appear at the screen below and click on CREATE A PROFILE on the left-hand menu.



Fill out the required information, and click on the create profile button when finished.



An automated email to activate your account will be sent to the address provided – please access the email within 24 hours for profile completion.



Click on Activate Your Profile to finish setting up the profile.

Reply Reply All Forward

Tue 2/7/2023 4:59 PM

Payments@bill2pay.com

City of Margate Profile Activation

To Daniella Hill

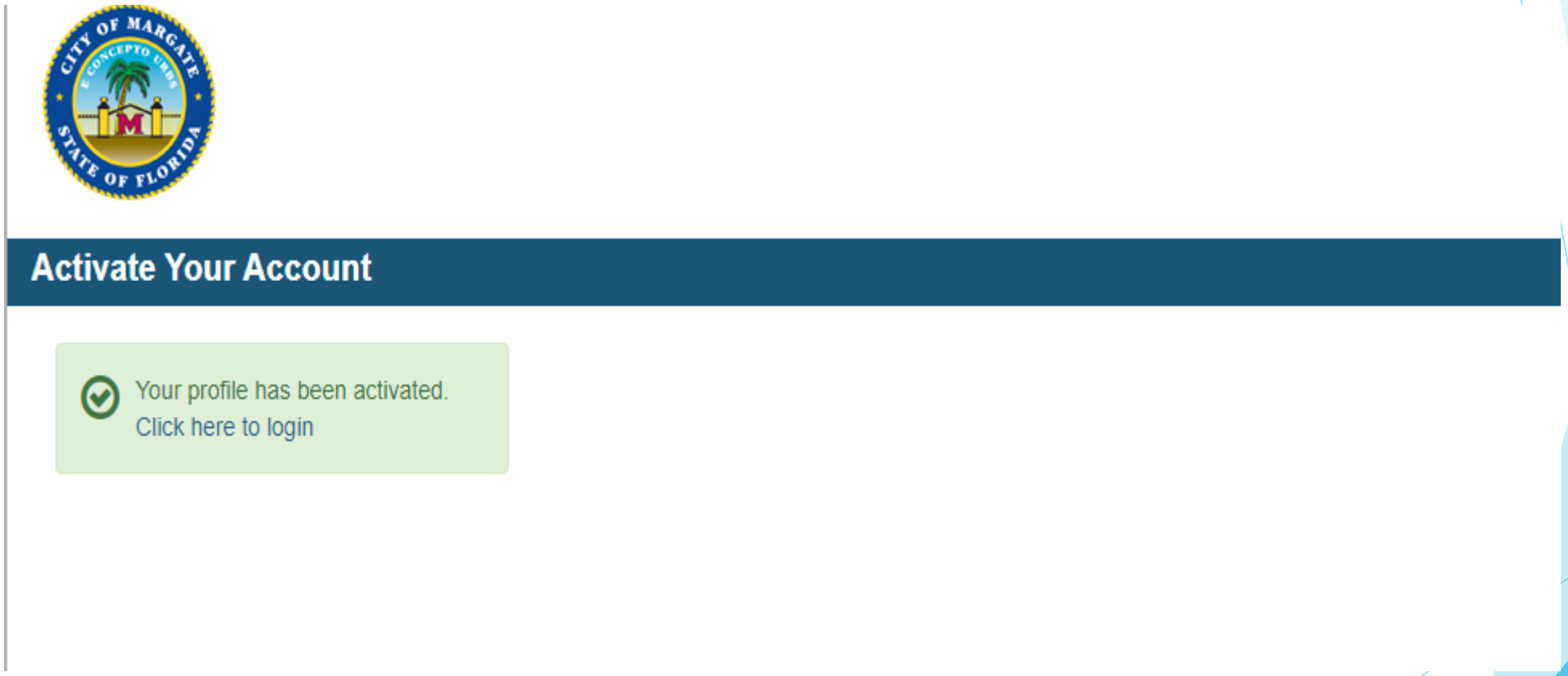
This message has originated from an **External Source outside of Margate**. Please use proper judgment and caution when opening attachments, clicking links, or responding to this email.

You have successfully set up your login on the City of Margate payment profile system. In order to login, your account must be activated within 48 hours. Please click on the following link to activate your new profile: Activate Your Profile

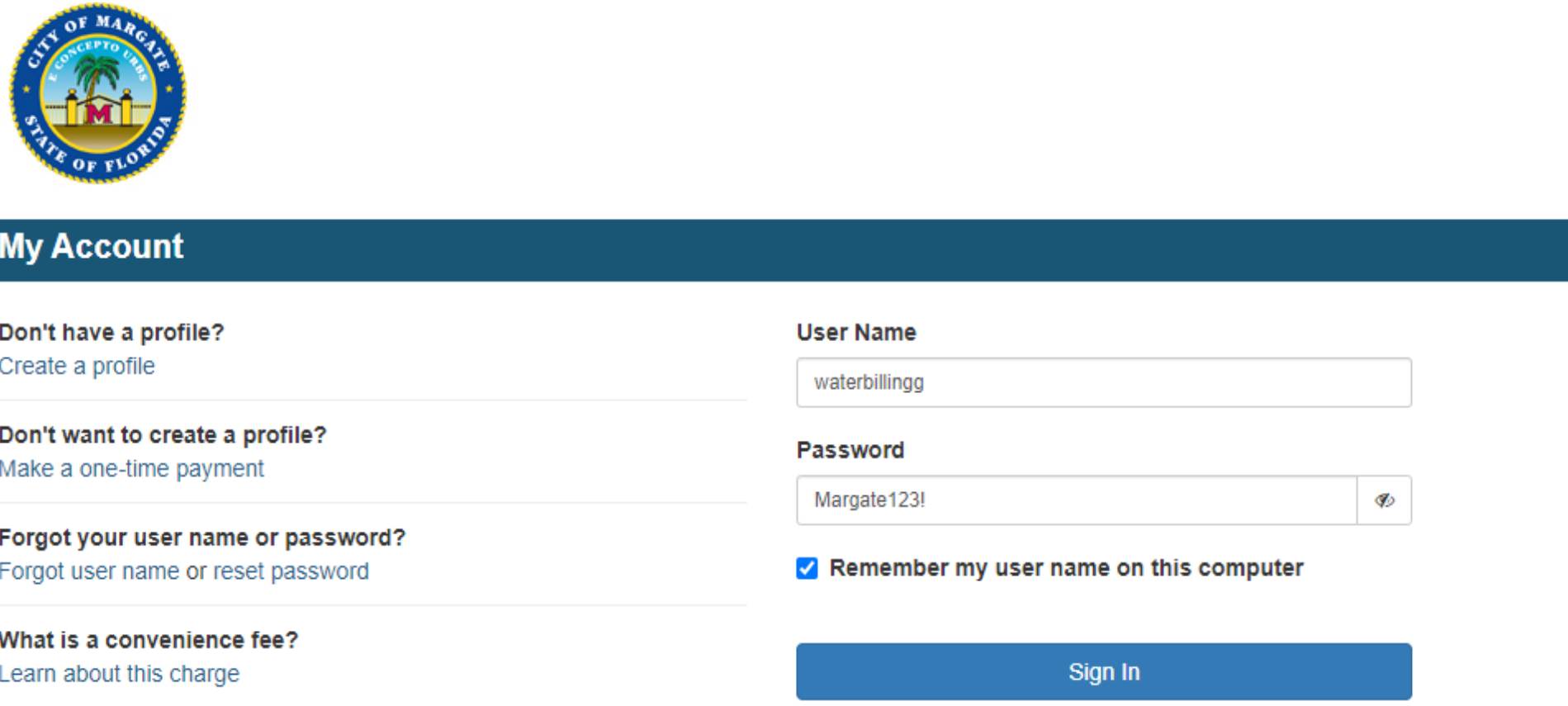
If you cannot use the link, please visit https://mypayments.bill2pay.com/activation/margatell and enter your code: 894D162 .

This is a system-generated message. Do not reply. If you need assistance, please contact customer support at (954)884-3666 or waterbills@margatefl.com.

After clicking on the activation link, a new screen will open, confirming activation of the account. Click on the link on the screen to login.



You will be taken to the login screen where you must input the information you chose when creating the account. You may save the login information by checking the box, as displayed below.

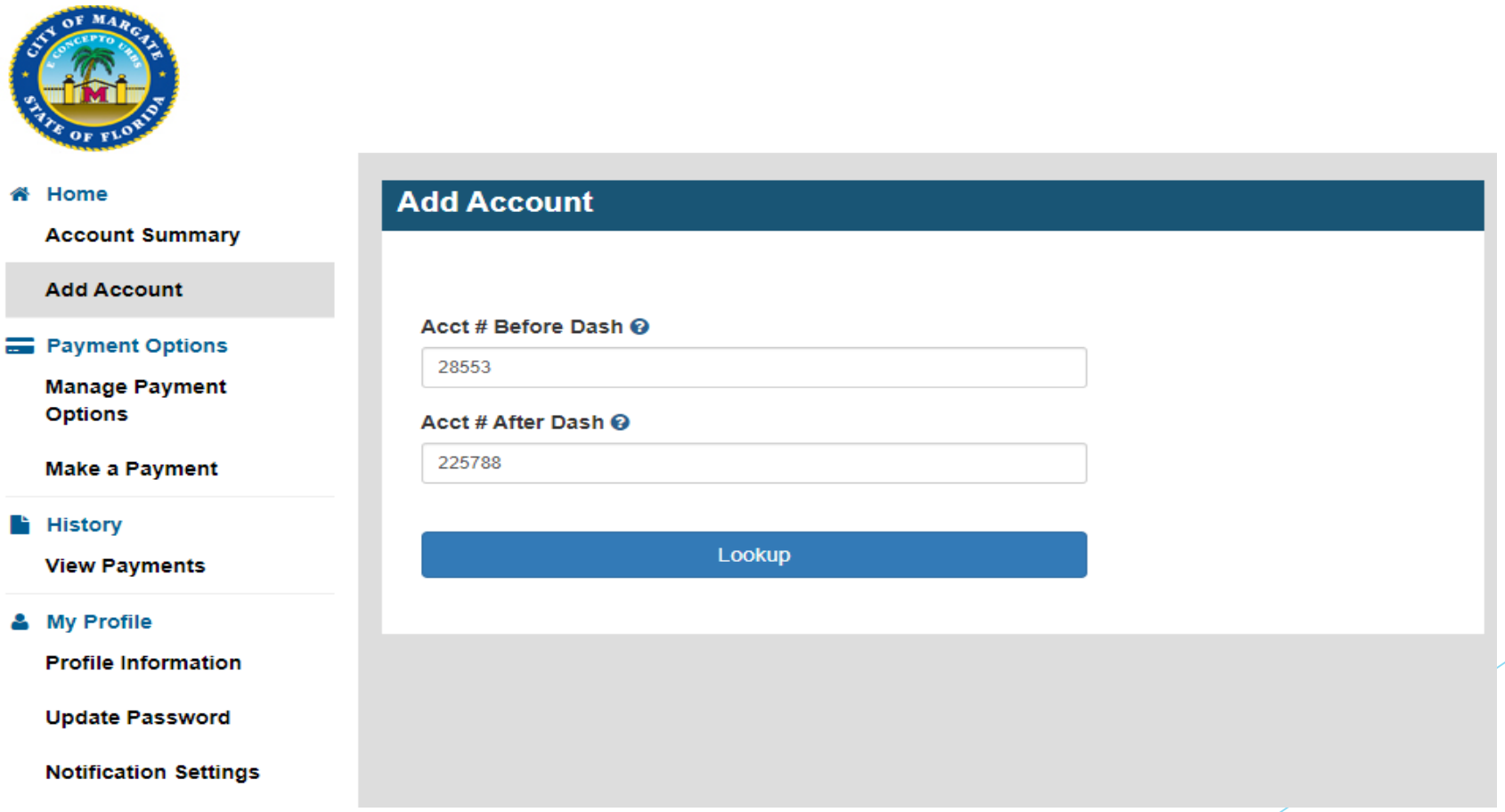


ADD ACCOUNT NUMBER

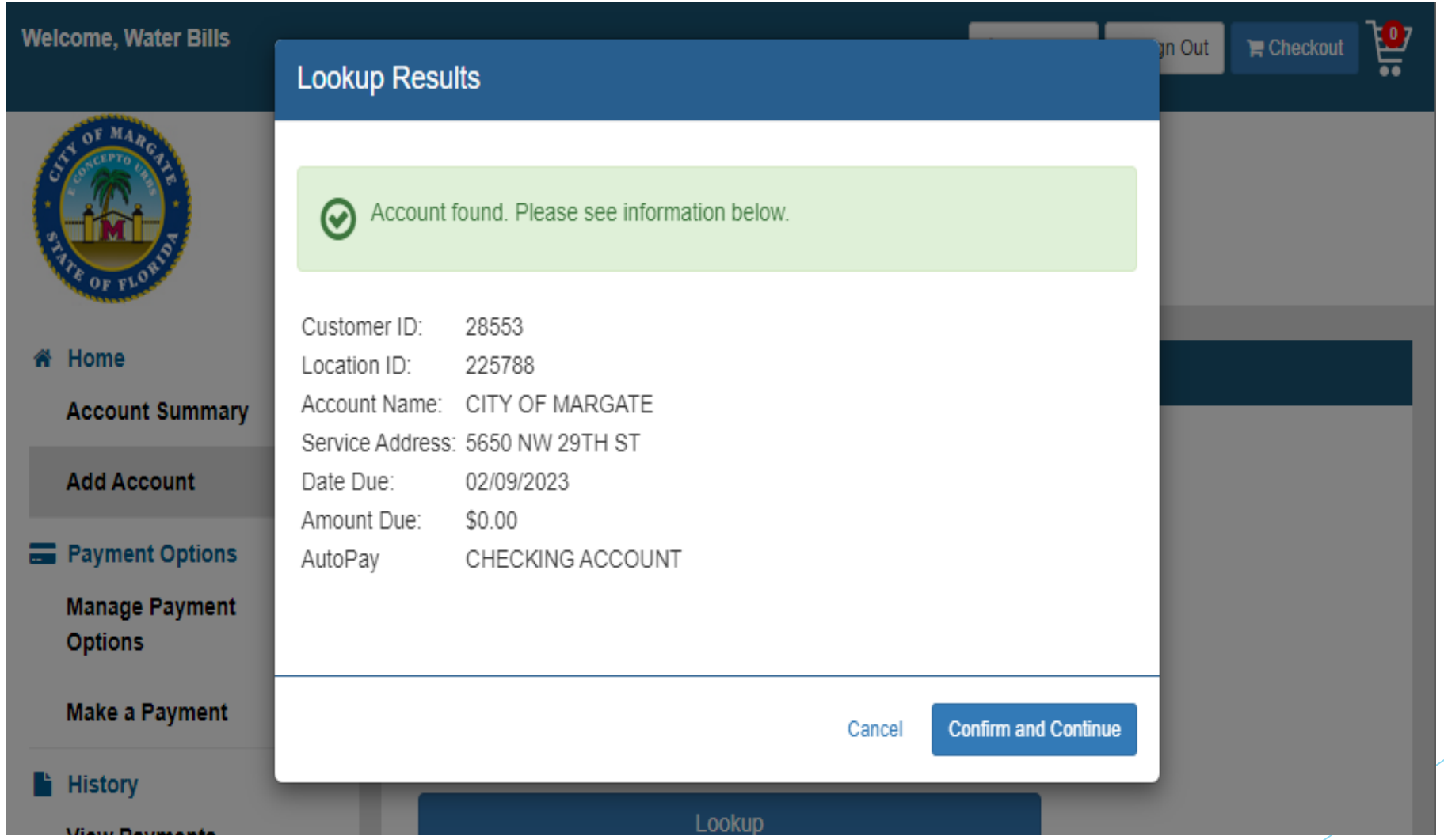
Once logged on, you will have to add your account number. For this instructional, we will be using the account number found below:

28553-225788

Once account number is entered, click lookup.

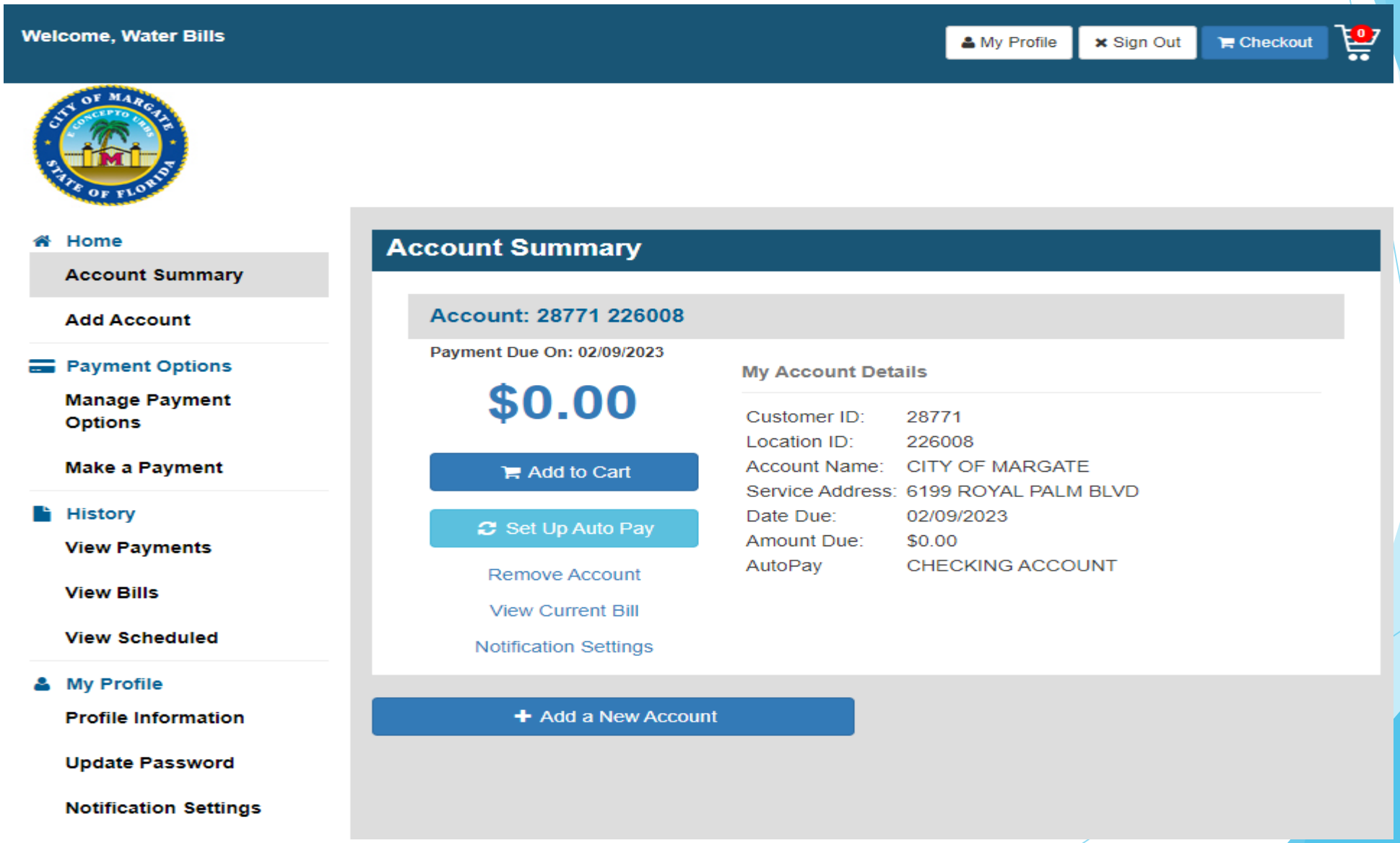


The system will display lookup results – if the information is correct, click confirm and continue.

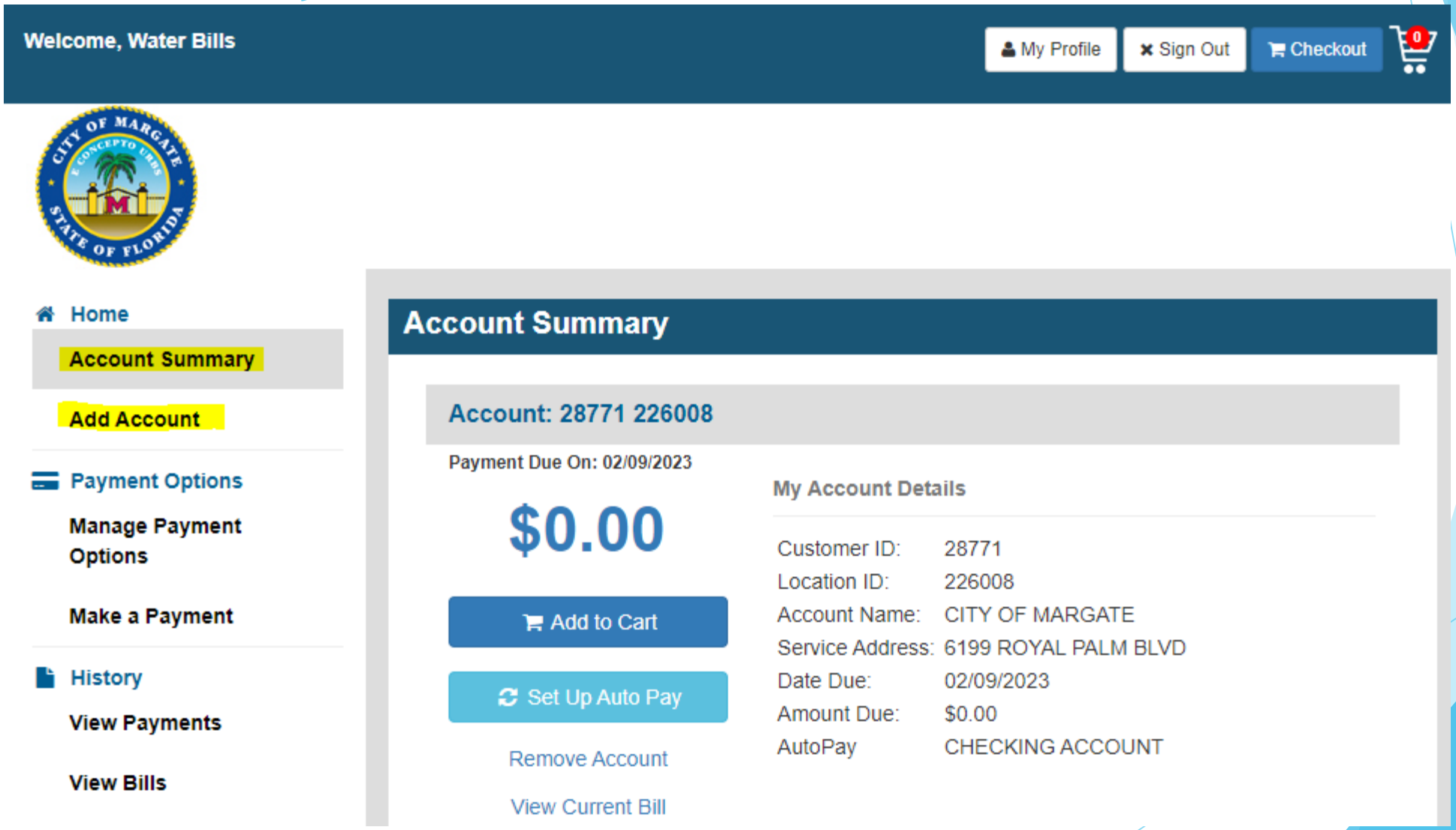


MENU OPTIONS

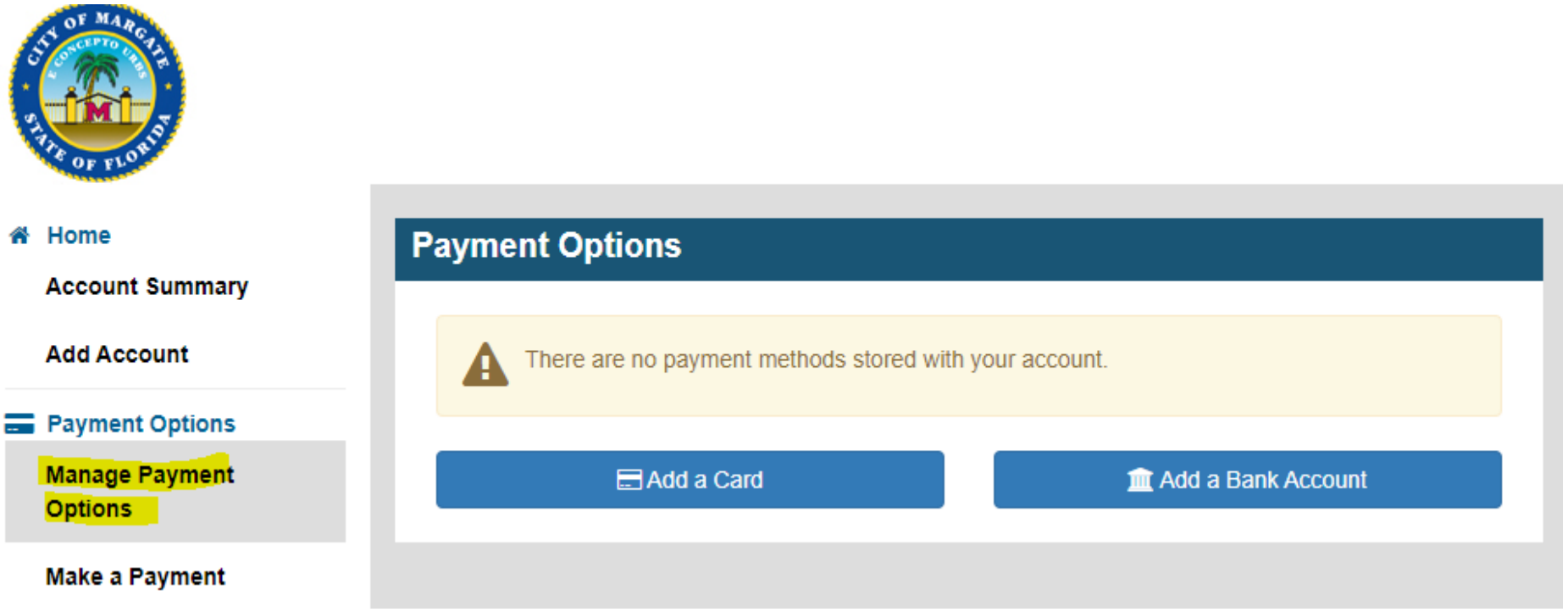
24 Once the account is successfully added, there will be full access to the menu options on the screen.



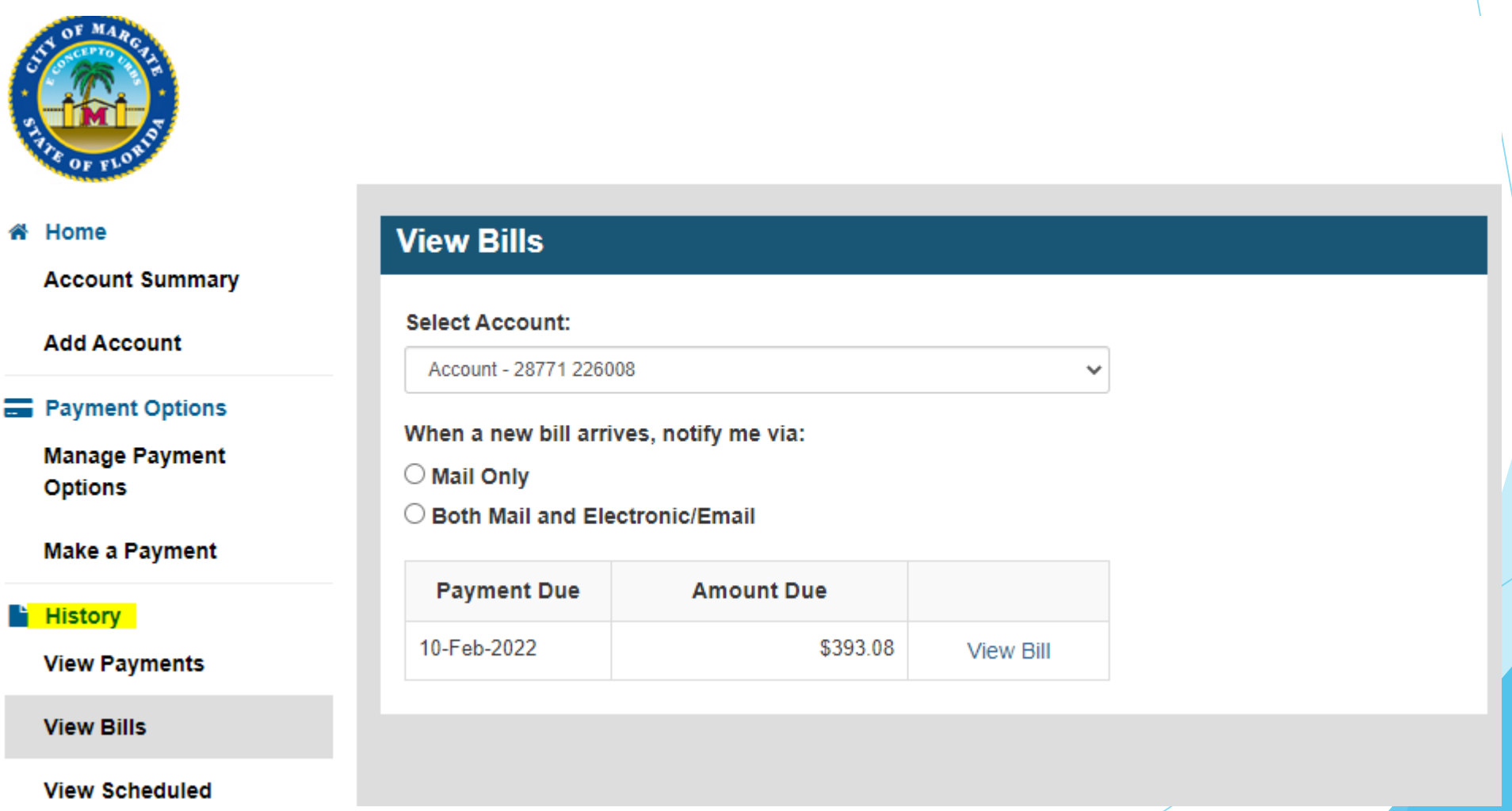
25 Under the **HOME** section, you will find your account summary that demonstrates any balances, and additional accounts may be added in this section.



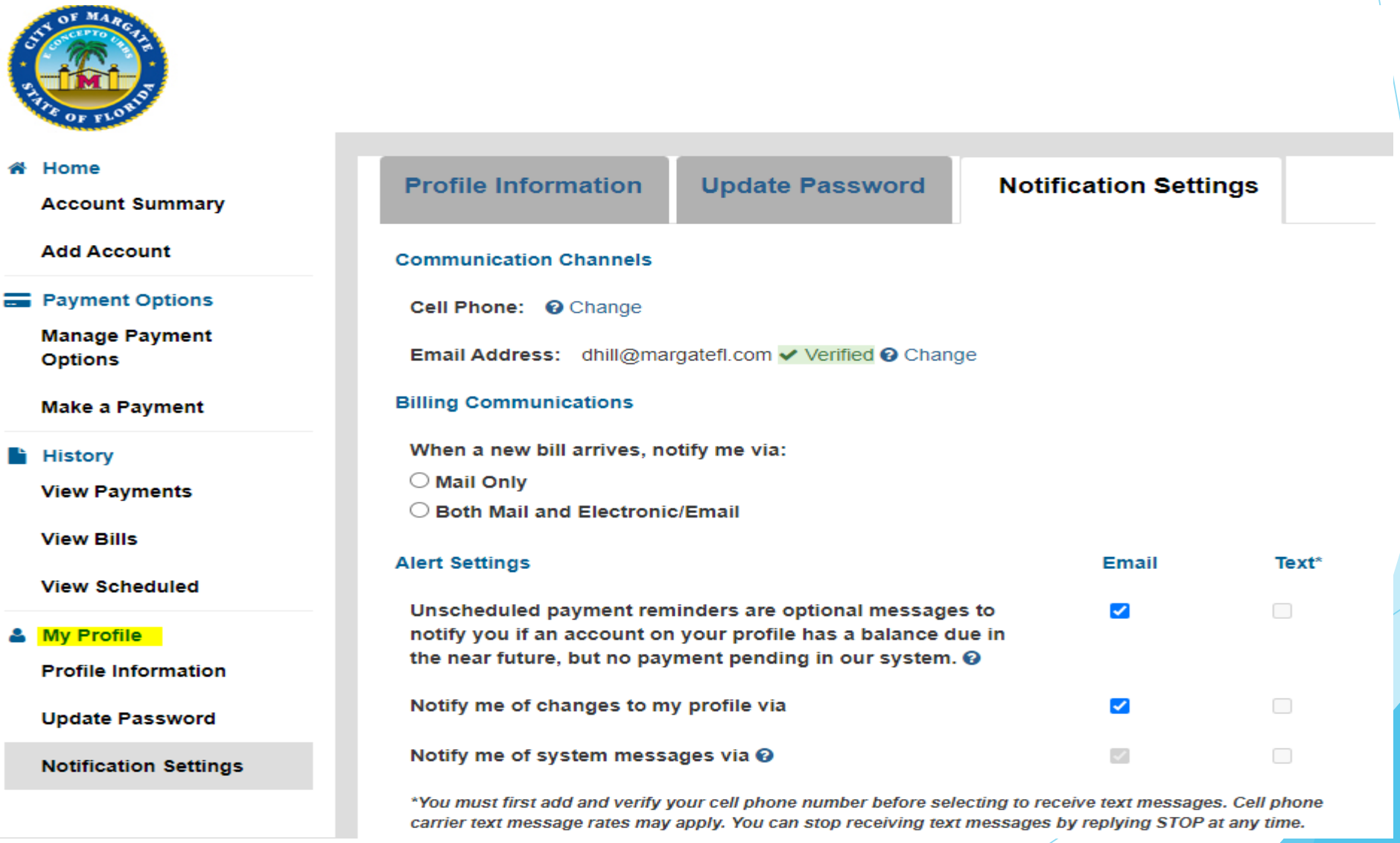
26 Under the **PAYMENT OPTIONS** section, one can manage their payment options by adding a card or adding a bank account. A payment can also be made.



27 Under the **HISTORY** section, one can view their payment history, download their bills, and view scheduled payments. Under the **VIEW BILLS** sub-category, you may select notifications for when a new bill generates.

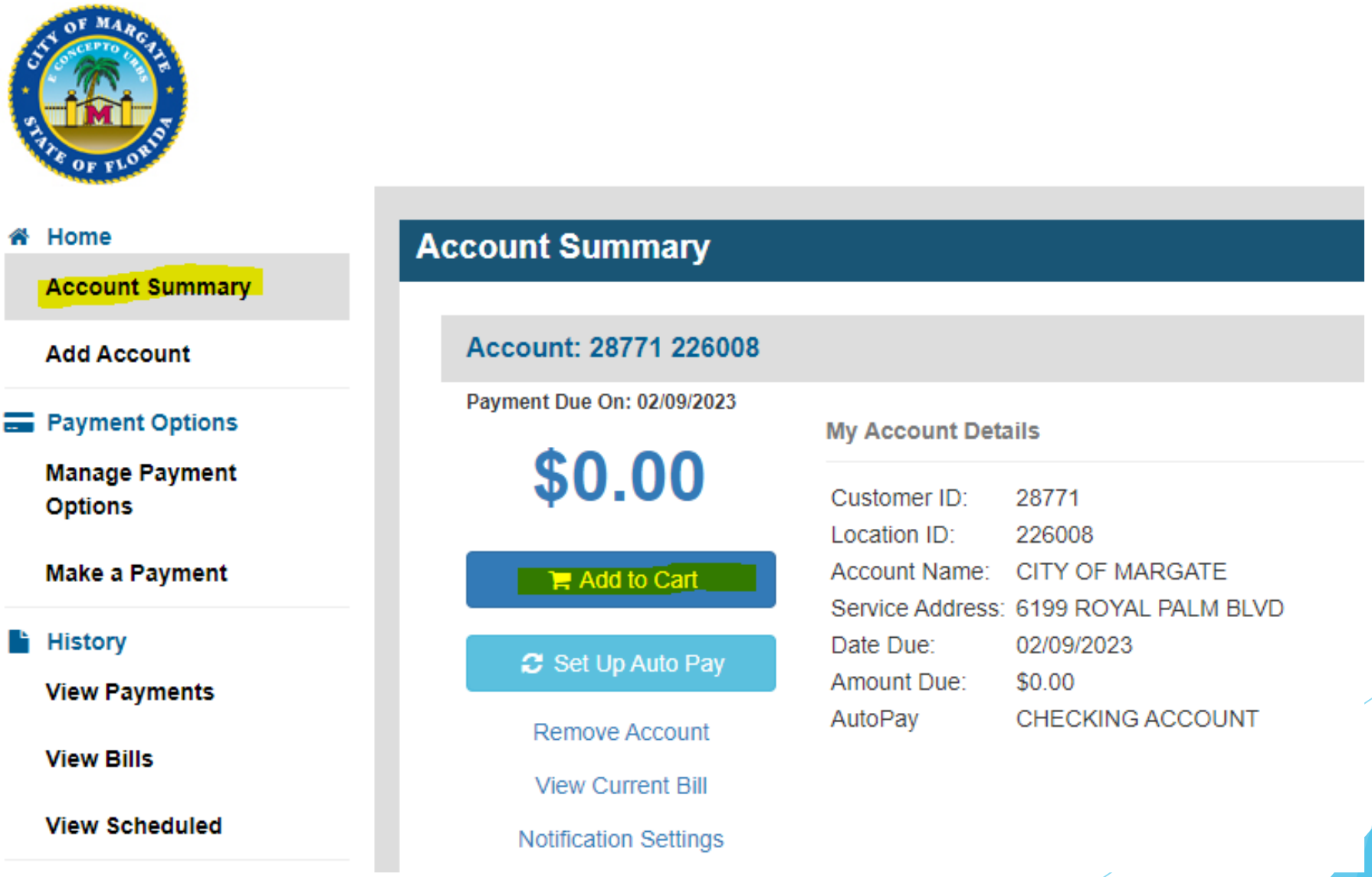


28 Under the **MY PROFILE** section, one can update their profile information, password, and notification settings (text message reminders, email reminders).

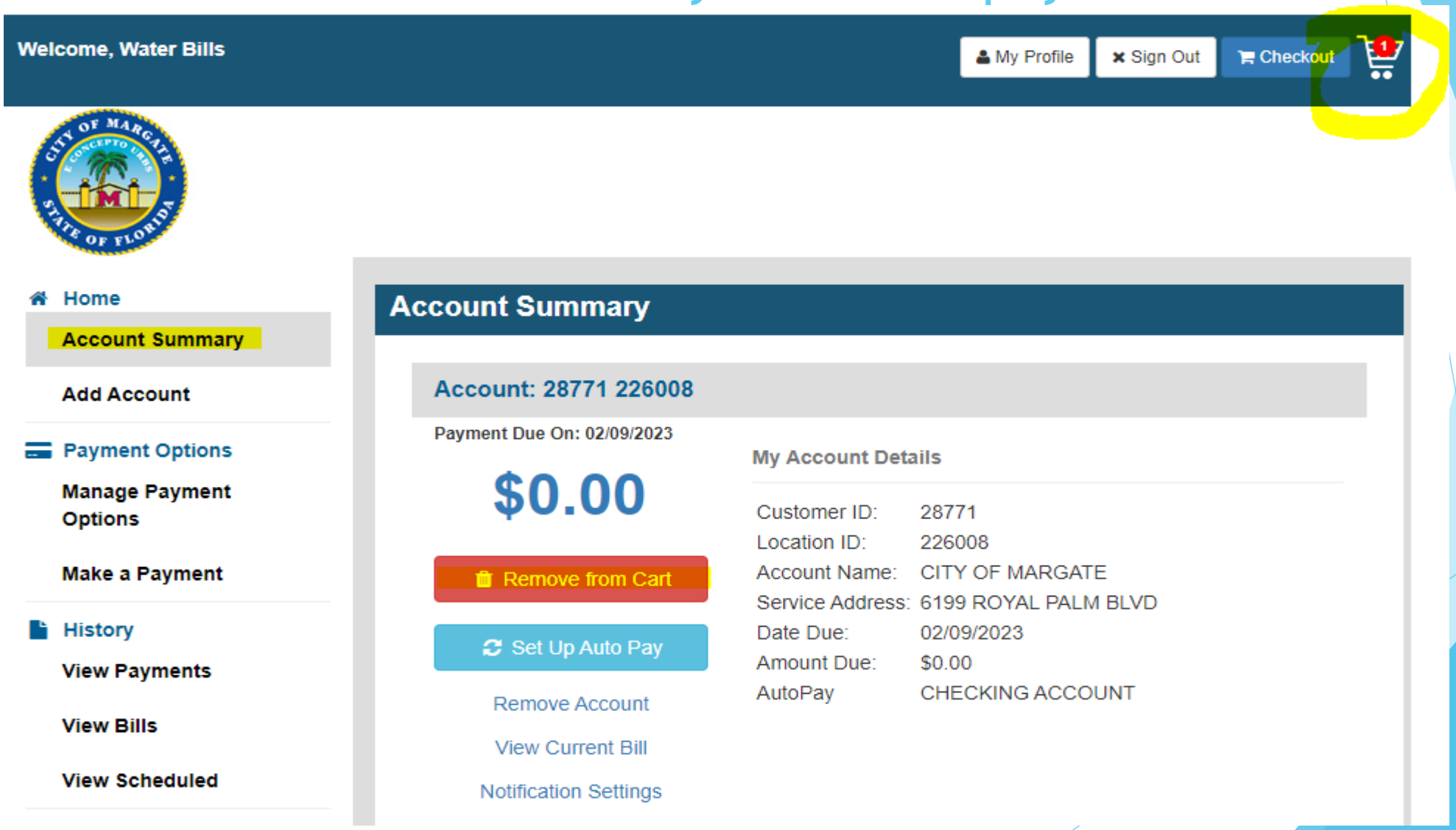


MAKE A PAYMENT

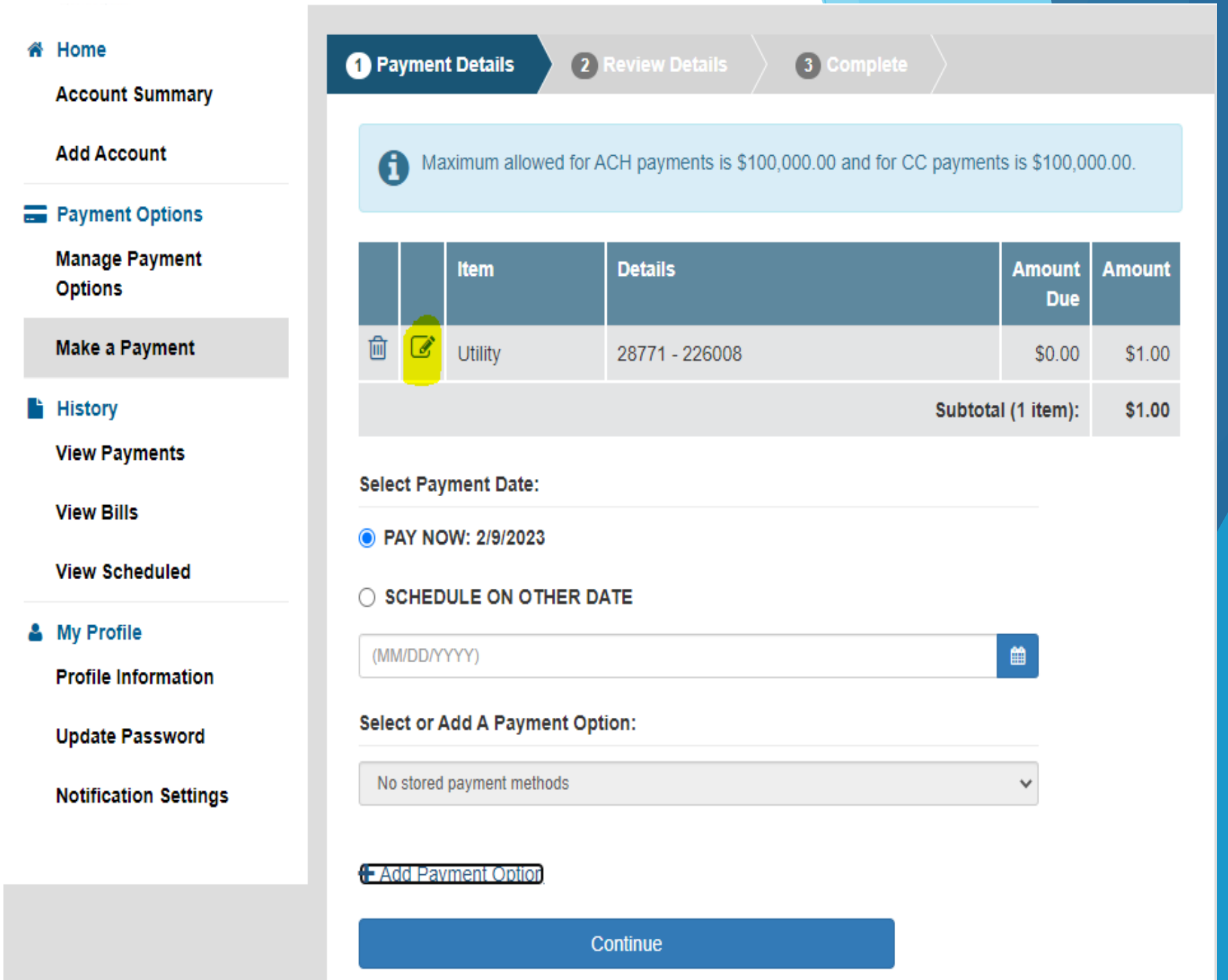
30 Click on **ACCOUNT SUMMARY** to make a payment, and click on **ADD TO CART**.



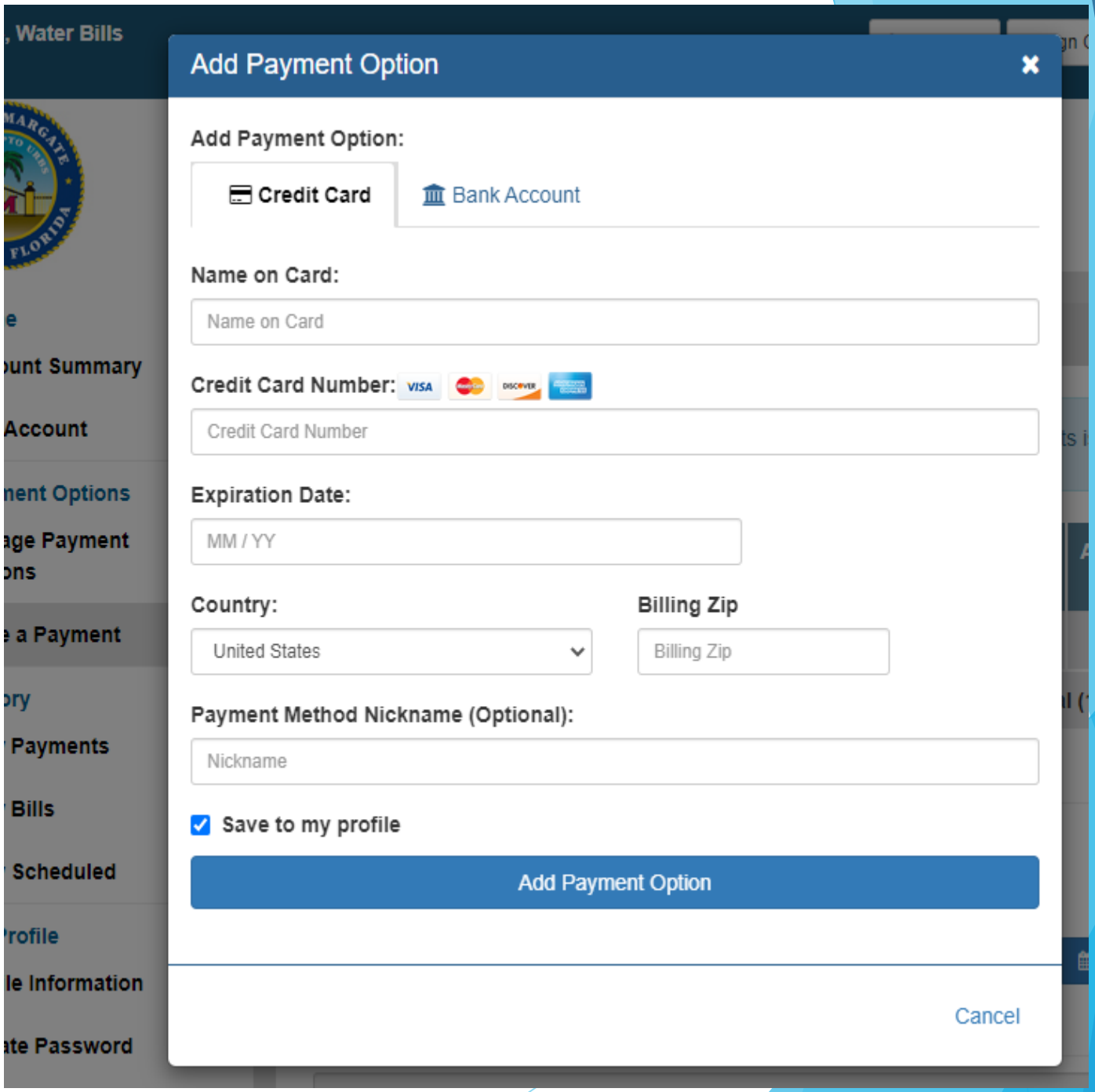
Once payment is added to cart, it will display a number in the cart on the upper, right-hand corner. Click on the cart once ready to submit payment.



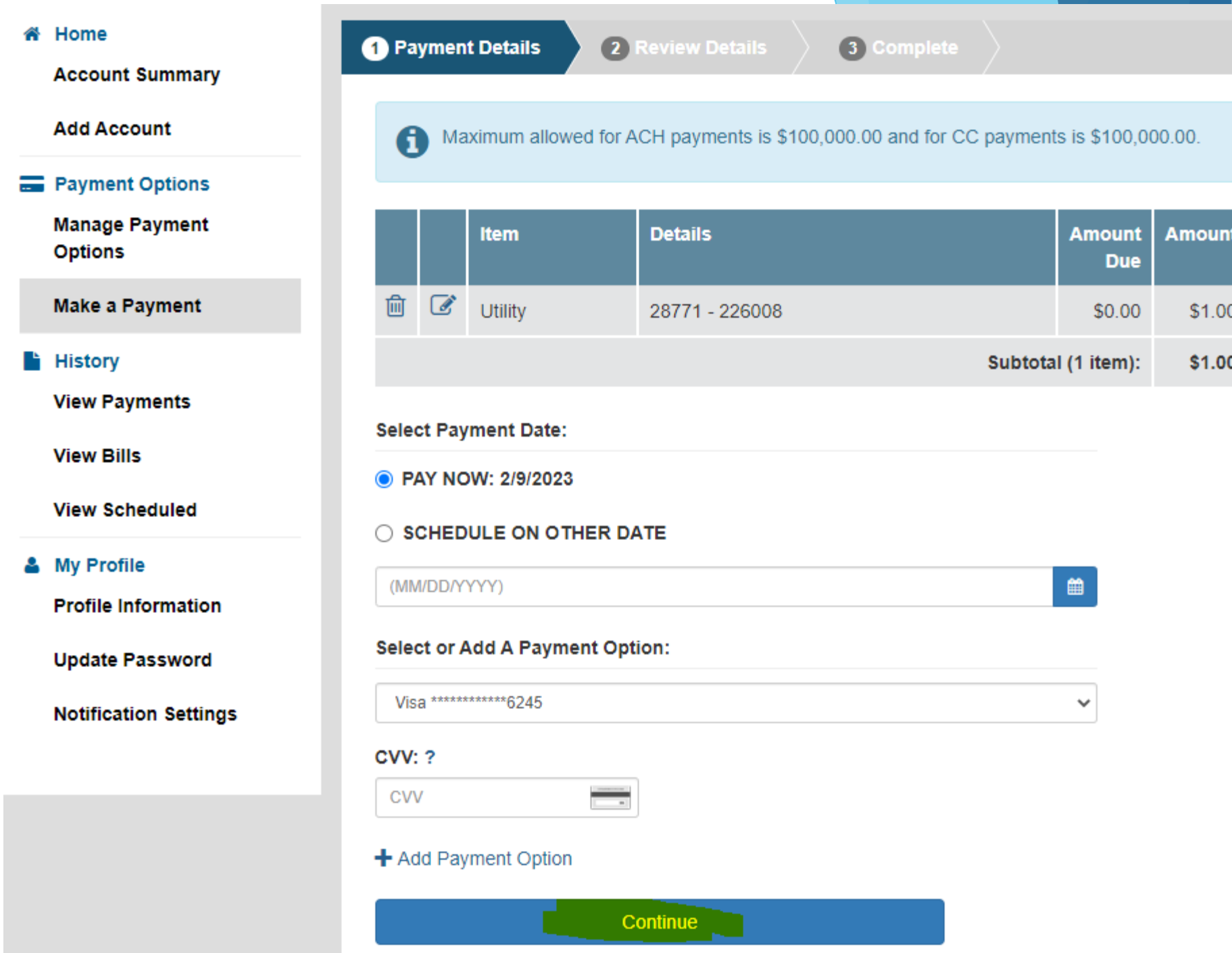
The cart will generate, and you will have the option to alter the payment amount by clicking on the pencil as indicated below. You may schedule the payment immediately, or for a later date. Click on **ADD PAYMENT OPTION**.



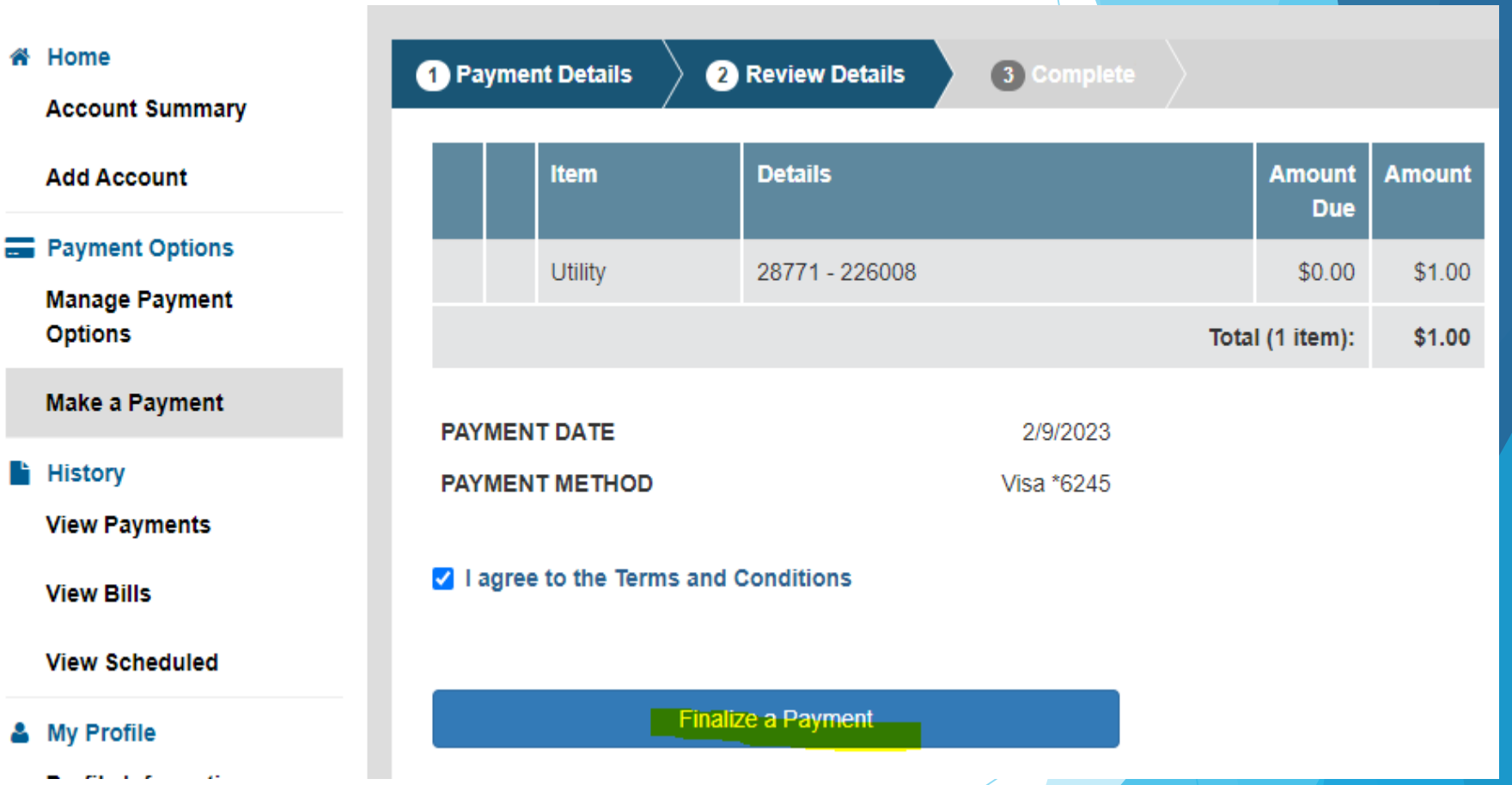
33 In the pop-up payment option screen, you will have the option to enter your credit/debit card information, or bank account. To save the method to your profile, check the box that says **SAVE TO MY PROFILE**. Click on **ADD PAYMENT OPTION** when done.



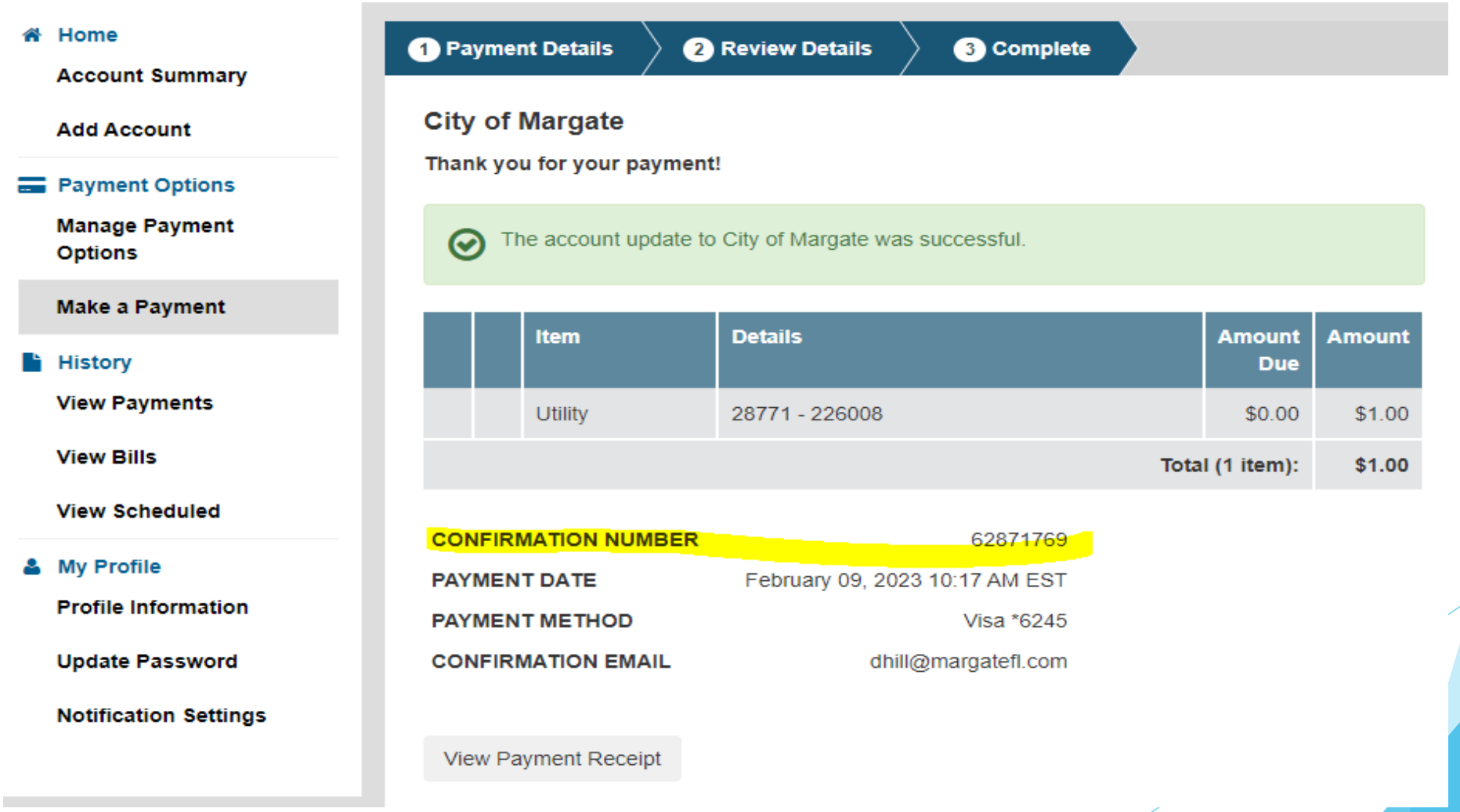
Verify the date you want the payment to process is correct, along with the payment method. Click **CONTINUE** to process payment.



Verify payment date, payment method, and check the box to agree to the terms and conditions. Click on **FINALIZE A PAYMENT**.



Once payment is successfully made, the page will refresh and provide a confirmation number – an email of the confirmation will also be sent to the email used to login.



RECONNECTION

Reconnection During Business Hours

Payments to reconnect service must be received and reported to Utility Billing by 5:30 p.m. Monday through Friday with the exception of holidays to be reconnected the same day. Payments received after 5:30 p.m. will be reconnected by the end of the next business day. Call (954)884-3666.

Reconnection During Non-Business Hours

Request for reconnection made after 6 p.m. or over the weekend will require payment of a $40 non-payment charge, past due balance, and $50 after-hour fee. To request an after-hour reconnection, please call 954-972-0828. An authorization number must be provided if payment is made on the City website.