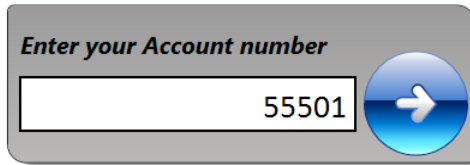
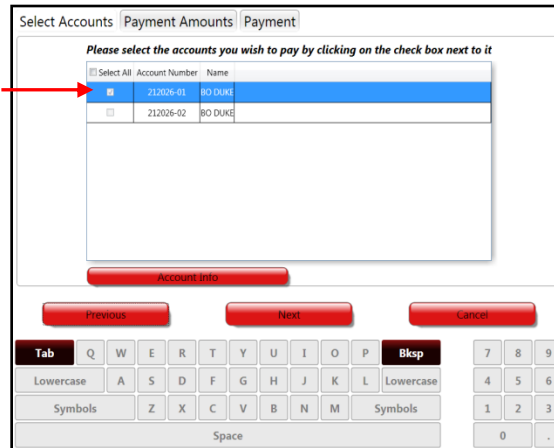


Instructions For Paying Your Bill

1. Enter your account number using the keypad on the touchscreen; do not include spaces or hyphens. Then touch the “Next” button. For example, Account number 555-01 will be entered as 55501 as below:

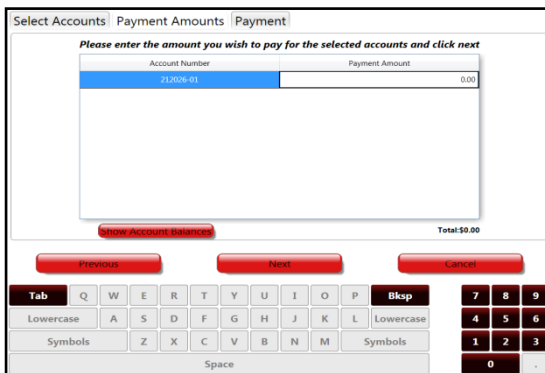


2. Next, touch the row of the account(s) you wish to make payments on. To Display account balances, click the “Account Info” button and enter your account password. If you do not have an account password, contact your utility to add an internet password to your account. When you are done selecting accounts click the “Next” button.



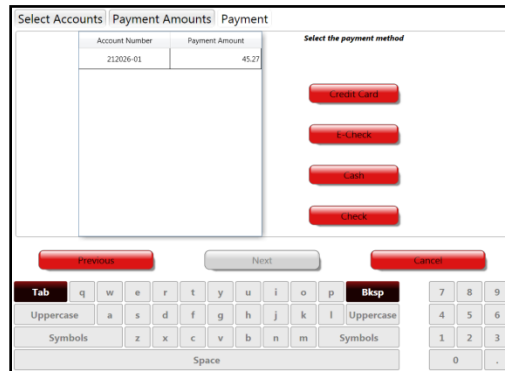
Select All	Account Number	Name
<input checked="" type="checkbox"/>	212026-01	BO DUKE
<input type="checkbox"/>	212026-02	BO DUKE

3. Next, enter the amount you wish to pay and click “Next.” To view your balance: Click the “Show Account Balances” button and enter your account password. If you do not have a password, contact your utility to add this feature to your account.



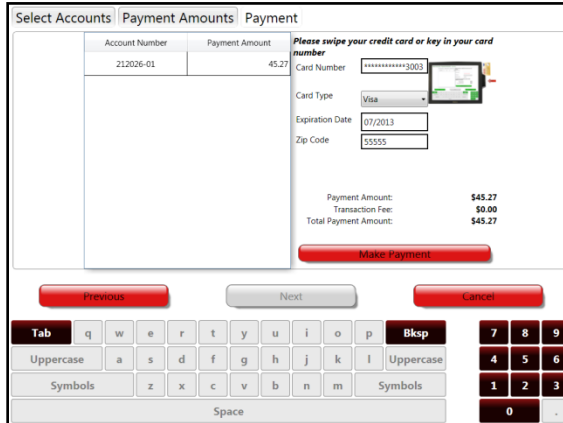
Account Number	Payment Amount
212026-01	0.00

4. Touch the red button that lists the type of payment you will use.
 *Note that in order to make an “E-Check” payment, an E-Check profile must first be configured on your account. (This can be done on your utility’s online billing website or by calling your utility. After completing this process, an e-check profile will be created and you will be able to make e-check payments.)

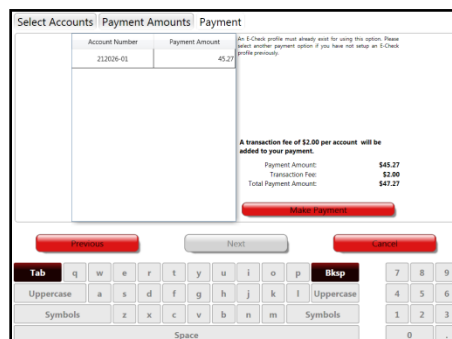


5. **IF YOU ARE PAYING BY CREDIT CARD**, swipe your card through the card reader on the right side of the touch screen or key the information using the on-screen keyboard. Enter the BILLING zip code for your credit card account. Then, click the “Make Payment” button to continue.

A popup might appear asking you to agree to a convenience fee. If you agree to this fee click the red “Accept” button. If you do not agree to pay this fee, then click the “Decline” button and choose another form of payment.



6. **IF YOU ARE PAYING BY E-Check**, just touch the button labeled “Make Payment” as pictured below and proceed through the prompts:



7. **IF YOU ARE PAYING BY CASH**, the attendant must enter his / her employee identification number as well as the amount of cash received for the payment. The attendant can then touch the button labeled “Make Payment” when he / she collects the amount from the customer as pictured below:

The screenshot shows a payment screen with the following fields and values:

Account Number	Payment Amount	Acceptance Code
212026-01	45.27	***

Below the table, there is a "Cash" field with the value "50.00".

Change Due: \$4.73

Payment Amount: \$45.27
Transaction Fee: \$0.00
Total Payment Amount: \$45.27

At the bottom, there is a red "Make Payment" button, and navigation buttons for "Previous", "Next", and "Cancel". A numeric keypad is also visible at the bottom.

8. **IF YOU ARE PAYING BY CHECK**, an attendant must help you make this payment. Ask an attendant for assistance.

The screenshot shows a payment screen with the following fields and values:

Account Number	Payment Amount	Acceptance Code
212026-01	45.27	***

Below the table, there is a "Check Amount" field with the value "45.27" and a "Check Number" field with the value "1425".

Balance Due: \$0.00

Payment Amount: \$45.27
Transaction Fee: \$0.00
Total Payment Amount: \$45.27

At the bottom, there is a red "Make Payment" button, and navigation buttons for "Previous", "Next", and "Cancel". A numeric keypad is also visible at the bottom.

After clicking “Make Payment” for all types of payments:

9. If the payment amount does not match the balance on the account, a popup will appear to warn you. If this really is the amount you wish to pay on the account, click “Yes”.
10. Finally, a popup displaying payment information will appear. A receipt with similar information will also be printed. This information will include the amount of any transaction fees, change due, the amount of the payment, and the amount tendered.
11. After clicking “OK”, the screen will reset.