

Lehigh County Authority

Customer Self-Service System – Tutorial

Welcome to Lehigh County Authority’s new Customer Self-Service System! Here you will be able to view your current and past water / sewer bills, pay a bill online using a credit card, and view your past water usage history.

This tutorial is intended to walk you through the system so you can easily find the important information you are looking for. You may wish to print a copy for your records. You may also email us at pay@lehighcountyauthority.org or call us at 610-398-1444 with any questions you may have about this new system.



Let’s get started!

First, after you click on the link to “Pay Bill Online” you will see the screen below.


The screenshot shows the 'MUNIS Self Service' interface for 'Utility Bills'. The header includes the Lehigh County Authority logo and the slogan 'Every Drop Matters. Every Customer Counts!'. The navigation menu on the left includes 'Home', 'Citizen Self Service', 'Utility Bills', and 'Contact Us'. The main content area has a breadcrumb trail: 'Home > Citizen Self Service > Utility Bills'. A message states: 'To get started, please type in your LCA account number and the name listed first on your water or sewer bill, EXACTLY as it appears on your bill stub.' Below this are two input fields: 'Account Number*' and 'Owner name *'. A checkbox labeled 'Remember my search criteria' is present. A 'Search' button is at the bottom. The footer contains the copyright notice: '©2010 Tyler Technologies, Inc.'

No pre-registration or password is required. If you are an LCA water or sewer customer, you can log in using the information showing on your most recent bill.

Sample bill stub for account 31224:

	Lehigh County Authority P.O. Box 3210 Allentown, PA 18108 610-398-1444 www.lehighcountyauthority.org service@lehighcountyauthority.org	
Bill Number: 127370		
Account Number: 31224		
Service To: 123 TEST DR MACUNGIE, PA 18062	Jun 10, 2010 DUE DATE	\$102.12 AMOUNT DUE
		AMOUNT ENCLOSED
TEST, ACCOUNT Z. 123 TEST DRIVE MACUNGIE, PA 18062	If you have difficulty paying this bill by the due date, please call LCA at 610-398-1444.	
	Reprint / Adjustment	
		

After typing in your account number and name, exactly as it appears on the bill, click “Search”.

 LEHIGH COUNTY AUTHORITY
Every Drop Matters. Every Customer Counts!

MUNIS Self Service GUEST | Home | Log In

Home
Citizen Self Service
Utility Bills
Contact Us

Utility Bills
Home > Citizen Self Service > Utility Bills

To get started, please type in your LCA account number and the name listed first on your water or sewer bill, EXACTLY as it appears on your bill stub.

Account Number*

Owner name *

Remember my search criteria

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Review the search results – is this your account? If so, click the “Manage Bills” button to review details.

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Search Results

Utility Bills
Home > Citizen Self Service > Utility Bills > Search Results

Search Results
[Modify Search](#) | [New Search](#)

1 found

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	
TEST, ACCOUNT Z.	123 TEST	31224	40115		Manage Bills

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Here you see any bills that have not been paid yet. You can pay it right away by clicking “Pay” or look at the details by clicking on “Bill Details”.

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Utility Billing
Home > Citizen Self Service > Utility Bills > Manage Bills

Manage Bills

Service Address: 123 TEST DR
Account Number: 31224

Outstanding Bills [Show Past Bills](#) ▼

	Bill	Pay By	Charges	Balance Due	
<input checked="" type="checkbox"/>	127370	6/10/2010	\$40.50	\$40.50	Bill Details
				Total Due: \$40.50	

[Pay](#)

select bills you would like to pay now, then click "Pay"

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Bill Details shows a breakdown of your charges based on volume, fixed charges, or any other fees that may have been applied. You can also click on “Payments and Adjustments” to see more details of penalties, adjustments or payments that may have been applied. You can return to the previous screen anytime by clicking on the “Manage Bills” button on the left.

Every Drop Matters.
Every Customer Counts!

MUNIS Self Service
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Utility Bills

Home > Citizen Self Service > Utility Bills > Manage Bills > Bill Detail

Bill Detail

[Return to Manage Bills](#)

127370

Bill Date	5/15/2010
Pay By	6/10/2010

Description of Charge	Current Reading	Previous Reading	Usage	Amount Billed	Payments/Adjustments	Amount Due
CL RES VOL	106000	91000	15000.00	\$28.80	\$0.00	\$28.80
CL RES FXD	0	0	0	\$11.70	\$0.00	\$11.70
SUBTOTAL				\$40.50	\$0.00	\$40.50
Late Payment Charges						\$0.00
TOTAL DUE						\$40.50

[Payments and Adjustments](#)

If you decide to pay your bill online, after clicking the “Pay” button, you will see the screen below. LCA is currently only offering credit card payments online, so you can continue by clicking the link to “Pay by Credit Card”.

The screenshot shows the Lehigh County Authority MUNIS Self Service interface. The header includes the logo and the slogan "Every Drop Matters. Every Customer Counts!". The navigation bar shows "MUNIS Self Service" and "GUEST | Home | Log In". A left sidebar contains menu items: Home, Citizen Self Service, Utility Bills, Manage Bills (highlighted), Account Details, Account Information, Contact Us, Search Results, and New Search. The main content area is titled "Pay Bills" and shows a breadcrumb trail: "Home > Citizen Self Service > Utility Bills > Manage Bills > Pay Bill". Below this, a section titled "Select Payment Method" has a red box around the "Pay by Credit Card" option. At the bottom, there is a copyright notice: "©2010 Tyler Technologies, Inc."

After following all the instructions and filling in your credit card information, you will see a confirmation screen showing that your payment was successful. Print a copy for your files as your transaction ID and confirmation number will help us identify your payment if you have questions in the future.

The screenshot shows the Lehigh County Authority MUNIS Self Service interface after a successful payment. The header and navigation bar are identical to the previous screenshot. The main content area is titled "Pay Bills" and shows a breadcrumb trail: "Home > Citizen Self Service > Utility Bills > Manage Bills > Pay Bill". A green checkmark icon is followed by the text: "Your payment has been successfully processed". Below this, the transaction details are listed: "Your Transaction ID is 378406725" and "Your Confirmation Number is 368PNI". A thank you message follows: "Thank you for your payment! Your transaction will be completed during the next business day. Please feel free to check this page again in the future to see if your payment has been applied. Thanks!". A note suggests: "You may want to print this page for your records." Below this is a table titled "Payment Amount":

Bill Description	Due Now	Payment Amount
Utilities	\$40.50	\$40.50
Subtotal		\$40.50
Total		\$40.50

Below the table is a section titled "Payment Method" with a dropdown menu showing "Discover" and a masked card number "*****1111". Below that is a section titled "Billing Address" with a dropdown menu showing "Name" and "Test Account".

Other features are available on the “Account Details” page, including your water consumption history.

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Utility Bills
 Home > Citizen Self Service > Utility Bills > Account Details

Account Details

Service Address 123 TEST DR
 Account Number 31224

TEST, ACCOUNT Z.

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
CENTRL LEH - RESIDENT - VOLUME	CL2100	1/1/1990		ACTIVE	View Consumption
CENTRAL LEH - RESIDENT - FIXED	CL2101	1/1/1990		ACTIVE	None

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The Consumption History screen allows you to see past water usage in a chart and bar graph format.

Home
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Utility Bills
 Home > Citizen Self Service > Utility Bills > Account Details > Consumption History

Consumption History

CENTRL LEH - RESIDENT - VOLUME [Return to Services](#)

Read Date	Days	Usage (GALLONS)
5/1/2010	89	15000
2/1/2010	92	26000
11/1/2009	92	14000
8/1/2009	92	19000
5/1/2009	91	32000

Consumption Trend

Date	Usage (GALLONS)
5/1/10	15000
2/1/10	26000
11/09	14000
8/09	19000
5/09	32000

The “Account Information” screen displays your property address and billing address.

The screenshot displays the Lehigh County Authority MUNIS Self Service interface. The header includes the Lehigh County Authority logo and the slogan "Every Drop Matters. Every Customer Counts!". The page title is "MUNIS Self Service" and the user is identified as "GUEST". The left sidebar contains navigation links: Home, Citizen Self Service, Utility Bills, Manage Bills, Account Details, Account Information (highlighted with a red box), Contact Us, Search Results, and New Search. The main content area is titled "Utility Bills" and shows the breadcrumb "Home > Citizen Self Service > Utility Bills > Account Information". Under the "Account Information" section, the following details are listed: Service Address (123 TEST DR), Account Number (31224), Customer ID (40115), Is Resident (Yes), Name (TEST, ACCOUNT Z), and Address (123 TEST DRIVE, MACUNGIE, PA 18062). A copyright notice for Tyler Technologies, Inc. is visible at the bottom.

Account Information	
Service Address	123 TEST DR
Account Number	31224

Customer Information	
Customer ID	40115
Is Resident	Yes
Name	TEST, ACCOUNT Z
Address	123 TEST DRIVE MACUNGIE, PA 18062

LCA hopes you will find this new Customer Self-Service System to be easy to use and helpful in tracking your water usage and payments.

Please email us at pay@lehighcountyauthority.org or call us at 610-398-1444 with any questions or feedback you may have about this new system. *THANK YOU!*