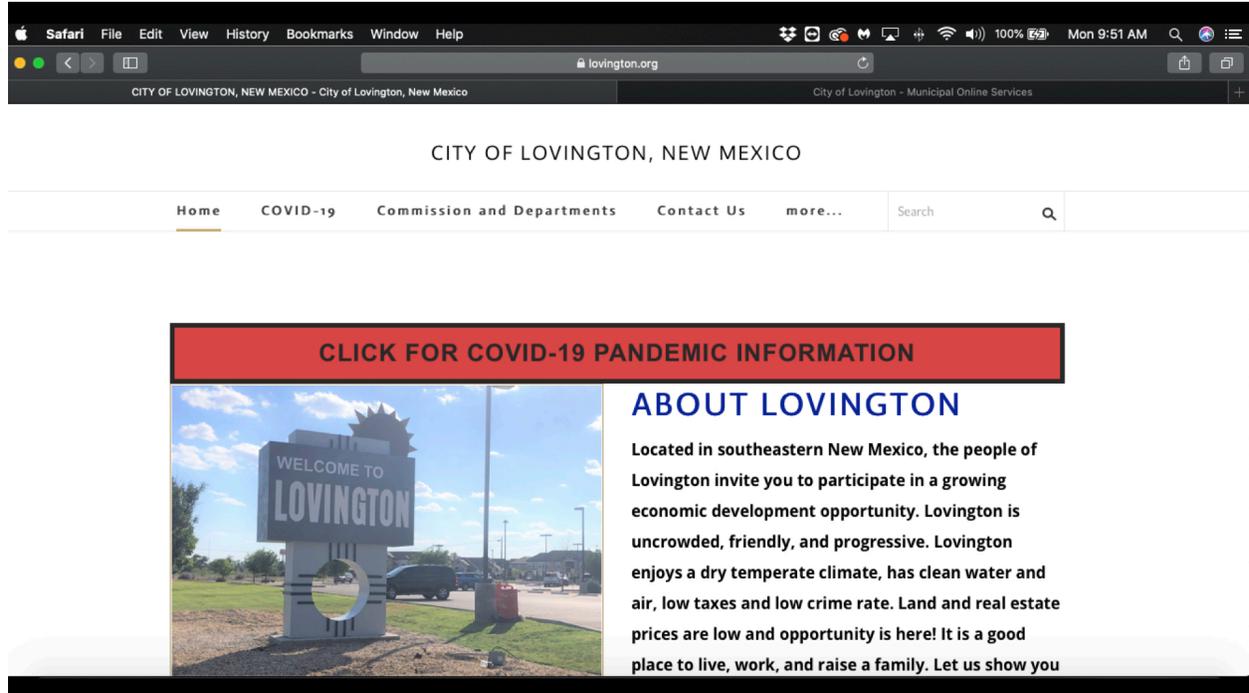


CITY OF LOVINGTON
Online and Phone Utility Payment Instructions

- **To access the City of Lovington online utility payment system, you can click on the link found on the homepage of the City's main site, www.lovington.org. You can also find a link to the bill payment site on the "Utility Billing and Collections" page of our website.**

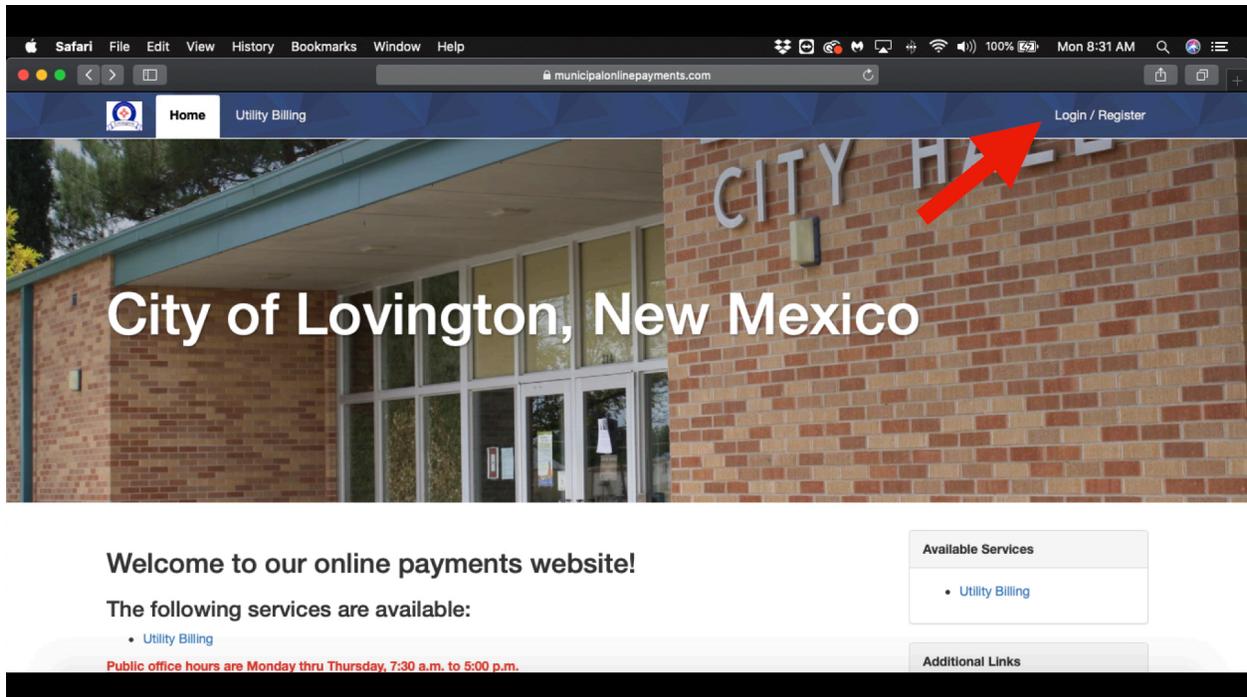


- **A third option is to type in the site address directly. That site is:**

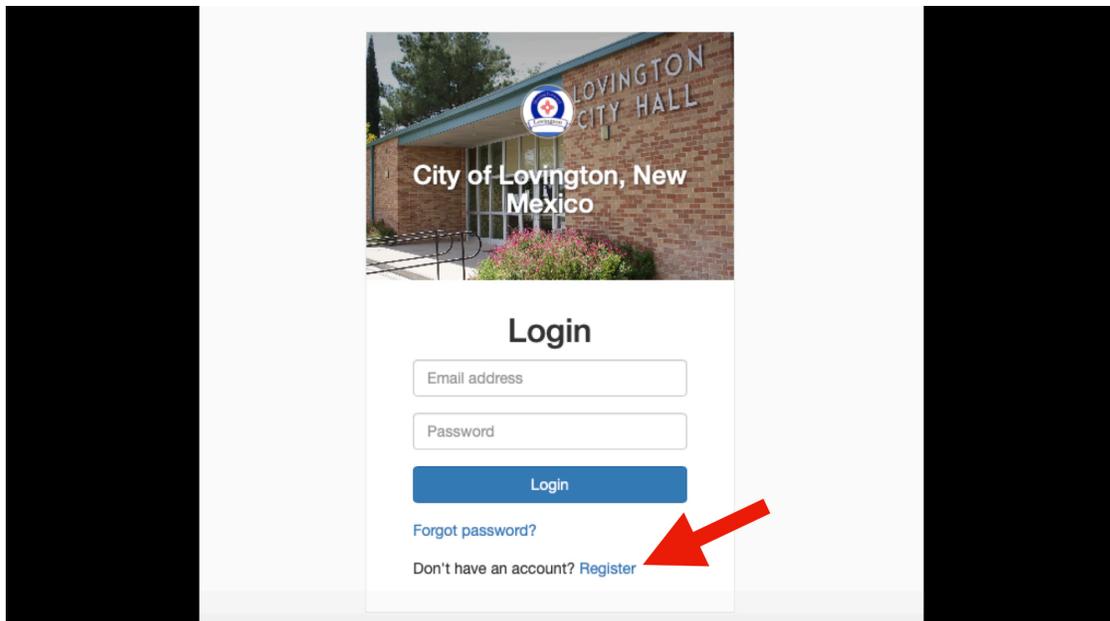
www.municipalonlinepayments.com/lovingtonnm

CITY OF LOVINGTON Online and Phone Utility Payment Instructions

- **Once on the bill payment site, you will need to set up your account. To do this, you will need to click on the “Login/Register link”. This link can be found in the upper right-hand corner of the page if you are using a desktop or laptop computer.**

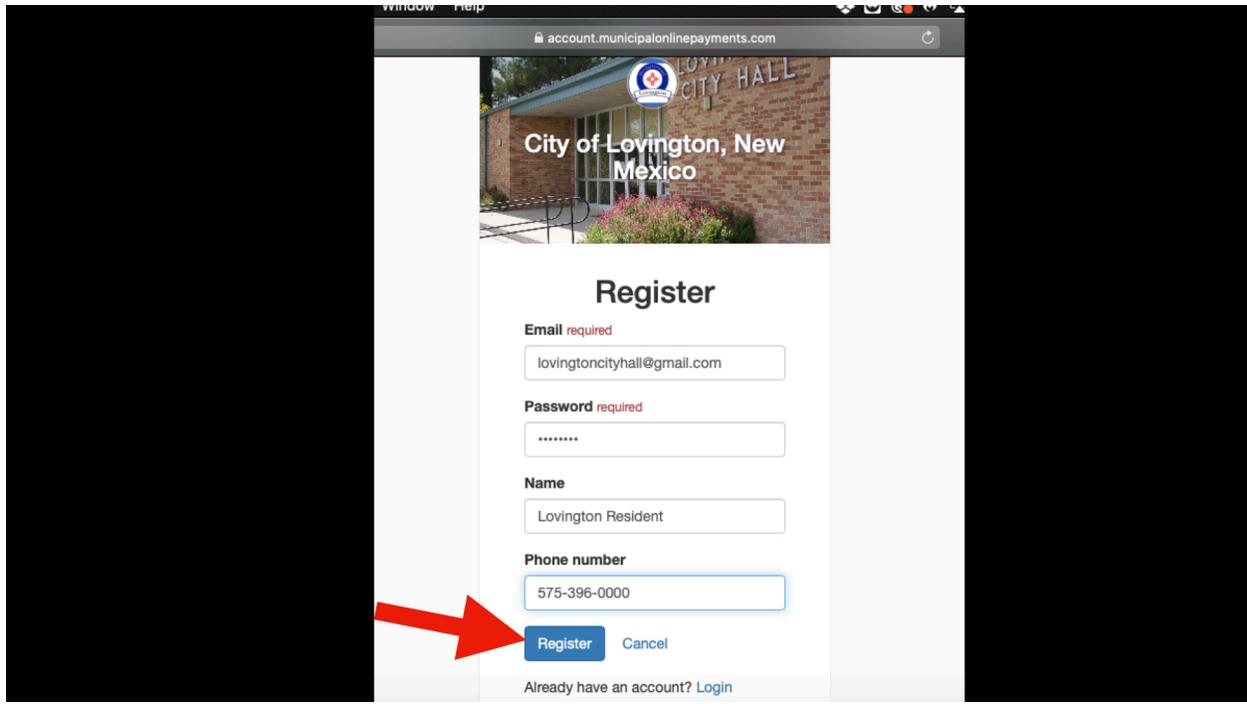


- **To create the account, click on the “Register” link on the bottom of the page.**



CITY OF LOVINGTON
Online and Phone Utility Payment Instructions

- **Type in your email, choose a password, enter your first and last name, and enter your phone number to include the area code. Once you have entered that information, please click “Register”.**

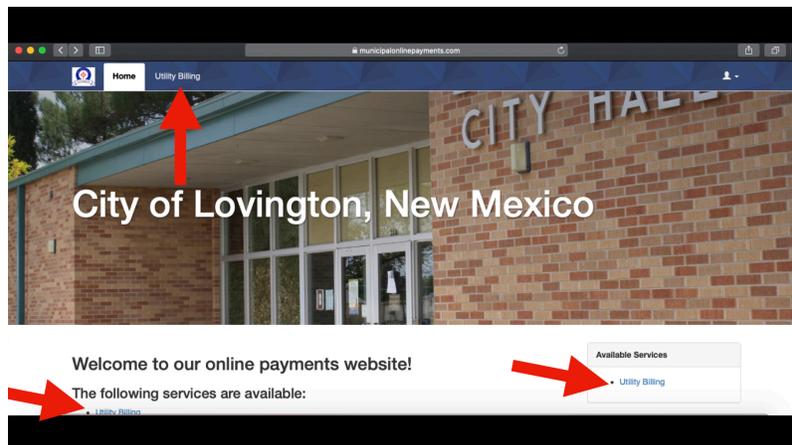


The screenshot shows a web browser window with the URL account.municipalonlinepayments.com. The page features a header with the City of Lovington logo and the text "City of Lovington, New Mexico". Below the header is a "Register" form with the following fields:

- Email required:**
- Password required:**
- Name:**
- Phone number:**

At the bottom of the form are two buttons: "Register" (highlighted with a red arrow) and "Cancel". Below the buttons is a link: "Already have an account? [Login](#)".

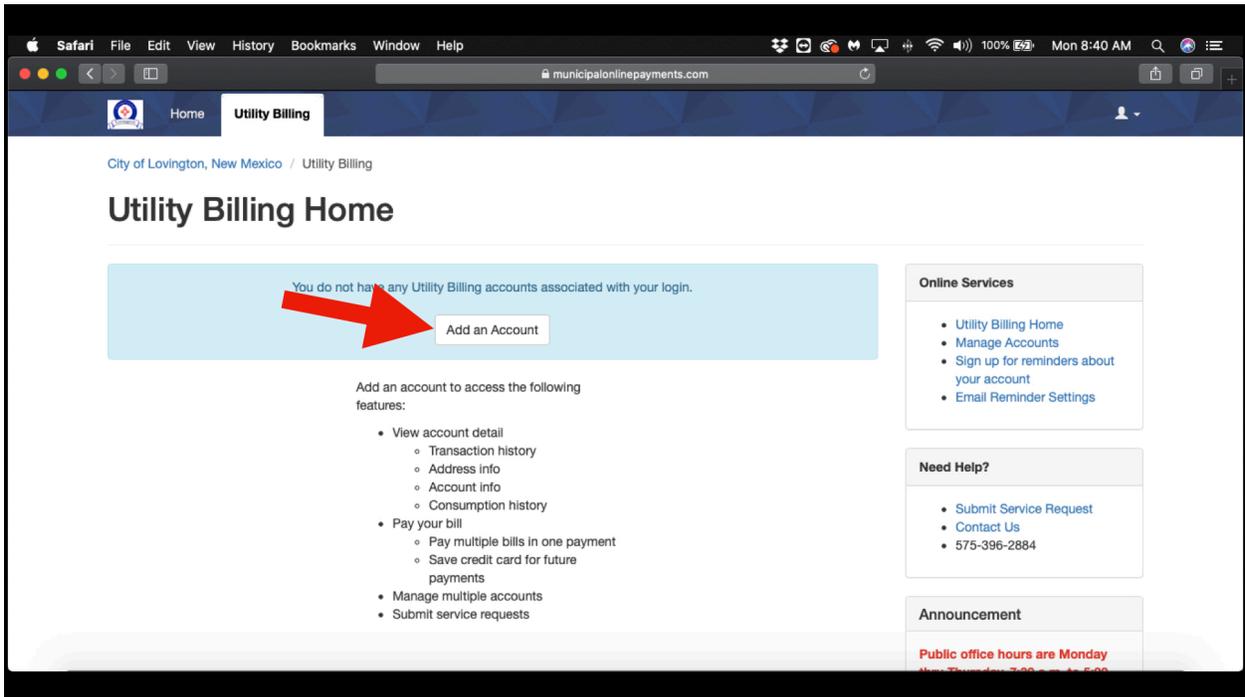
- **Once you register your account, check your email for an activation link. Make sure the email address “noreply@municipalonlinepayments.com” is marked safe and not sent to your junk folder. Click on the “Activate” button within the email. This should automatically send you back to the login page. Type in your email address and password to login into the site.**
- **Click on one of the “Utility Billing” links to begin setting up the rest of your account.**



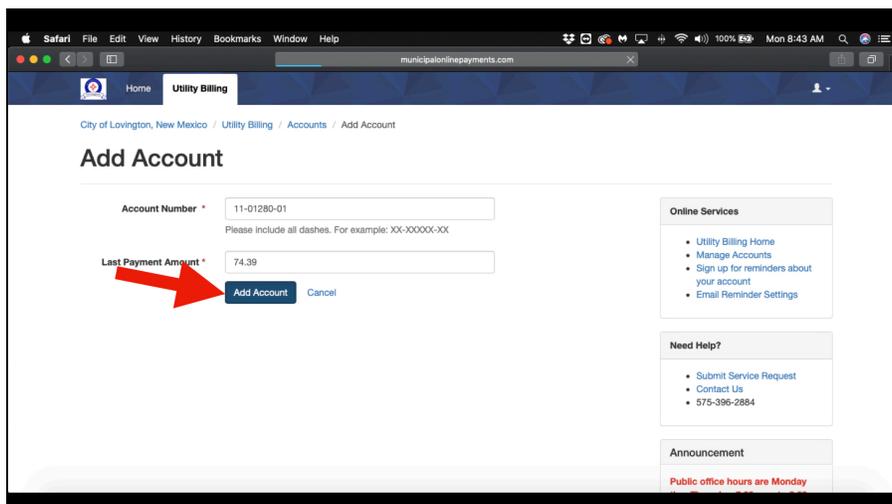
CITY OF LOVINGTON

Online and Phone Utility Payment Instructions

- **Click on “Add an Account”.**



- **Enter your account number. Please include the dashes. You can find your account number on your last utility bill statement. You will also need to know your last payment amount. If you are unable to find your last City utility bill, please contact City Hall and we will be happy to assist you. Once you have entered this information, you will not be required to perform this step again unless you have multiple City utility accounts.**



CITY OF LOVINGTON
Online and Phone Utility Payment Instructions

- ***The Utility Billing home page will allow you to make a payment, schedule a payment, or set up recurring payments. It will show the status of the account as well as the current amount due. As you can see, this particular account has a negative balance, therefore no amount is due. For demonstration purposes, we will go ahead and show you the different options you have when making payments.***

City of Lovington, New Mexico / Utility Billing

Utility Billing Home

Account 11-01280-01 was successfully added.

Accounts Add Account

Account Number	Address	Last Payment	Balance	Pay
11-01280-01 Active	[REDACTED]	(\$74.39) 5/26/2020	(\$6.47) Due 6/10/2020	Pay Account

Online Services

- [Utility Billing Home](#)
- [Manage Accounts](#)
- [Sign up for reminders about your account](#)
- [Email Reminder Settings](#)

Need Help?

- [Submit Service Request](#)
- [Contact Us](#)
- 575-396-2884

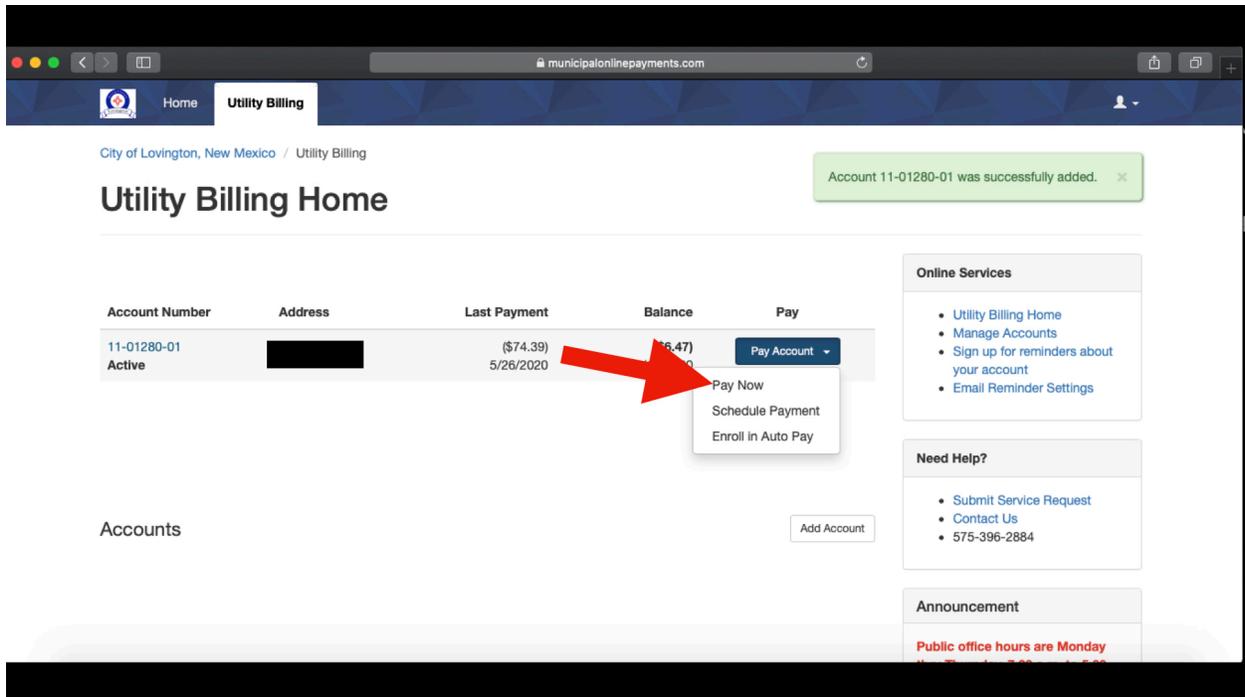
Announcement

Public office hours are Monday

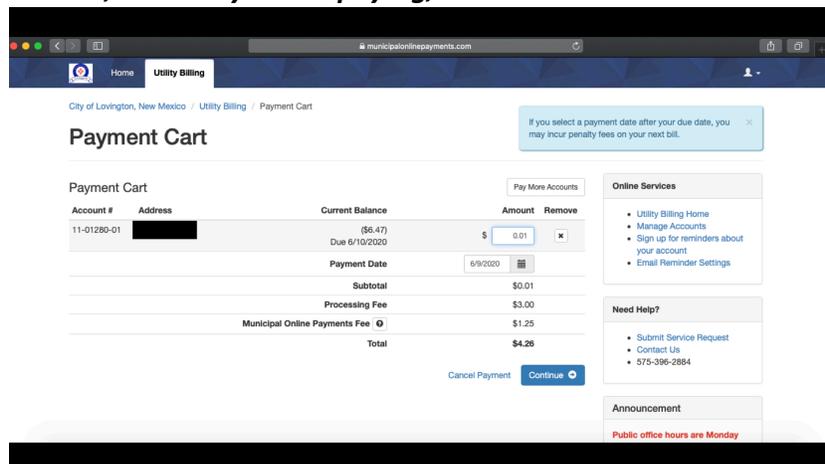
CITY OF LOVINGTON
Online and Phone Utility Payment Instructions

MAKE A ONE TIME PAYMENT

- **To make a one-time payment, click on “Pay Account” and select “Pay Now”.**



- **Enter the amount you are paying. Please note that there is a \$4.25 fee that you are required to pay in addition to you bill for using the website. Once you have entered the amount due, or what you are paying, click continue.**

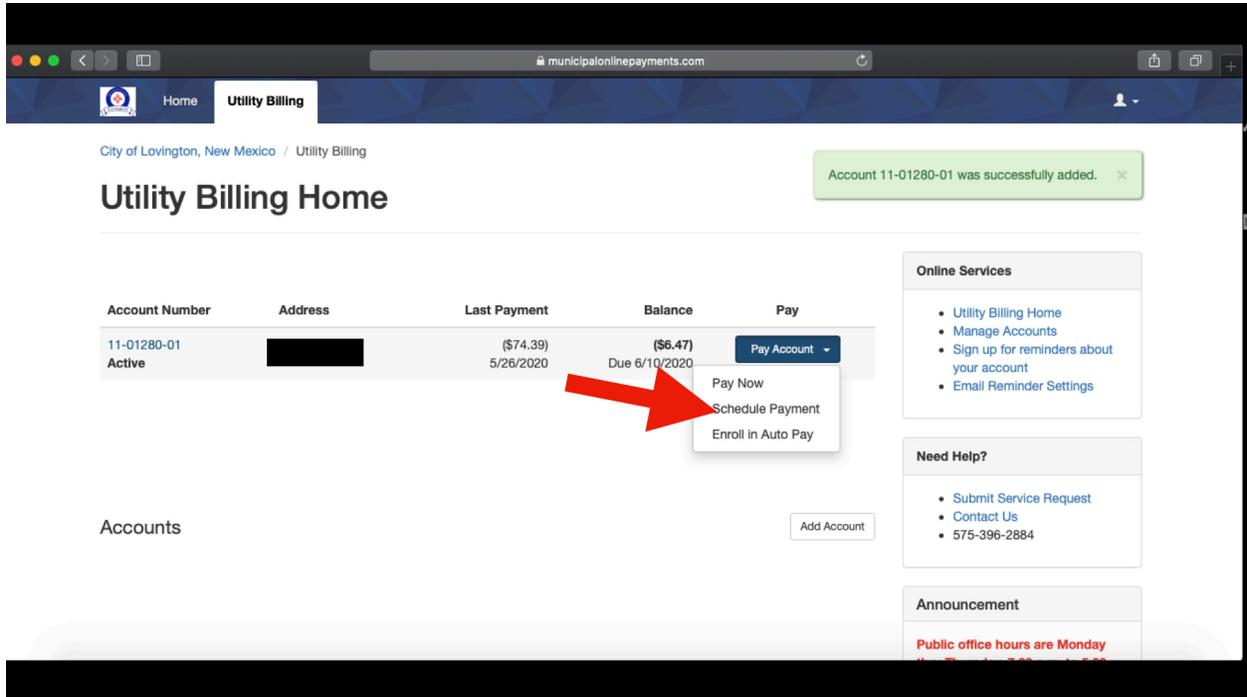


- **Enter your credit card information. When done, click “Continue”.**
- **Review all of the information you have submitted on the next page. When ready, click submit payment.**

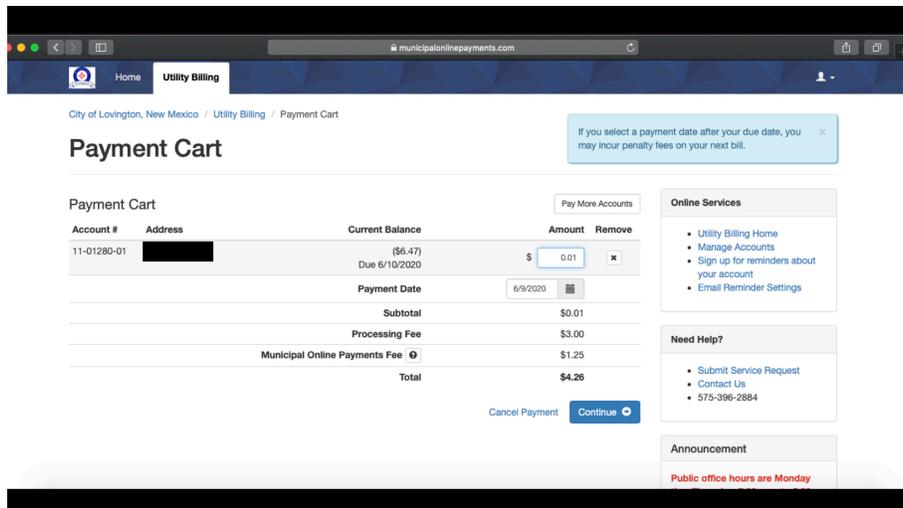
CITY OF LOVINGTON
Online and Phone Utility Payment Instructions

SCHEDULING A PAYMENT

- **To schedule a payment, select “Pay Account” and click “Schedule Payment”.**



- **Enter the amount you will be paying as well as the payment date. Please note that you are responsible for any late fees if you schedule your payment after the due date. When ready, click “Continue”.**



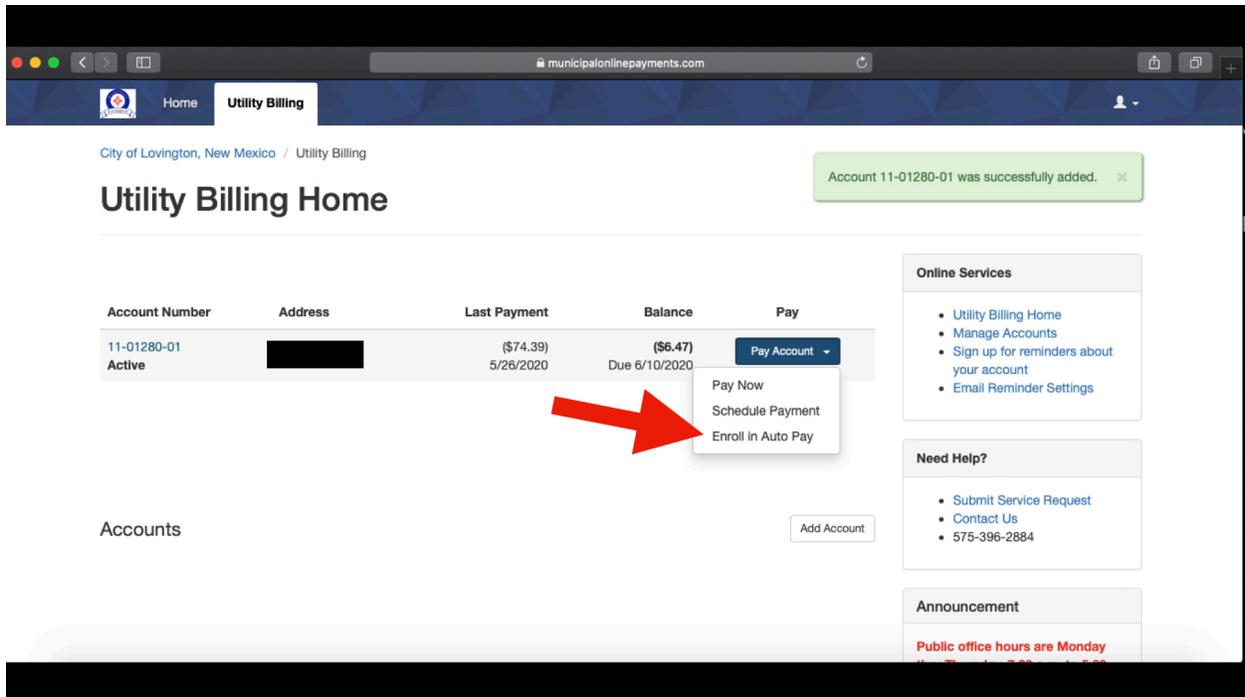
- **On the next screen, enter your credit card information, click “Continue”. Review your payment and select “Submit”.**

CITY OF LOVINGTON

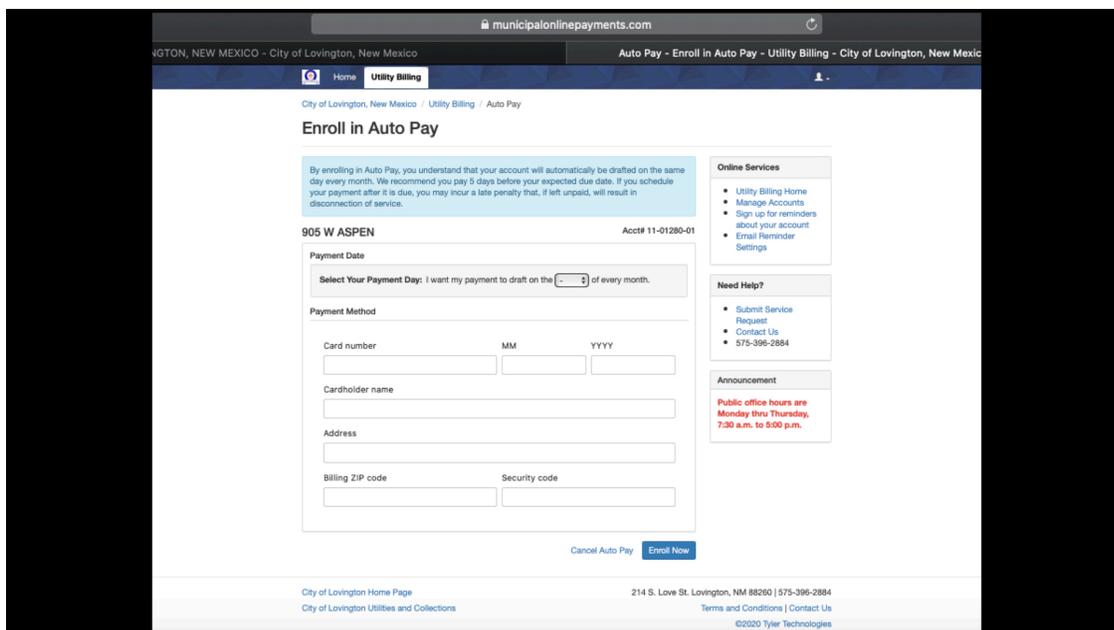
Online and Phone Utility Payment Instructions

SET UP AUTOPAY

- **To set up autopay, click on “Pay Account” and click on “Enroll in Autopay”.**



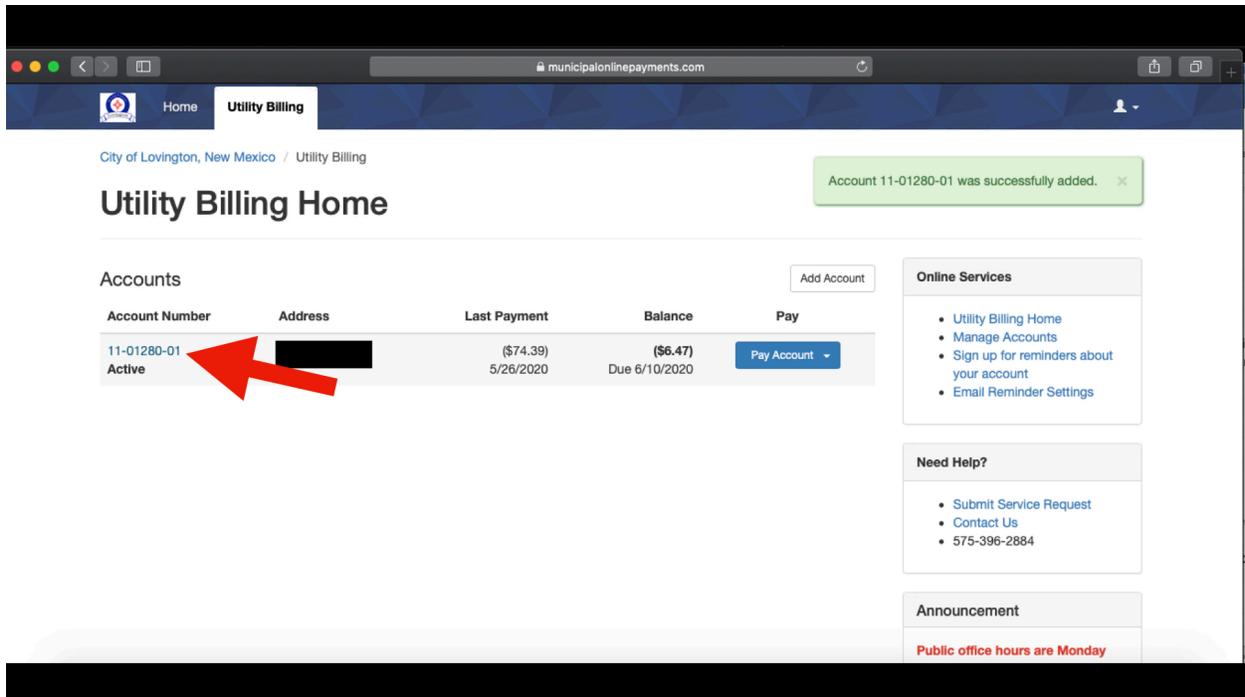
- **Select which day to have the automatic draft performed. We recommend having this drafted at least 5 days prior to the due date. Enter your credit card information and click on “Enroll Now” on the bottom of the screen.**



CITY OF LOVINGTON
Online and Phone Utility Payment Instructions

ACCOUNT DETAILS

- *To view details on your account, click on your account number.*

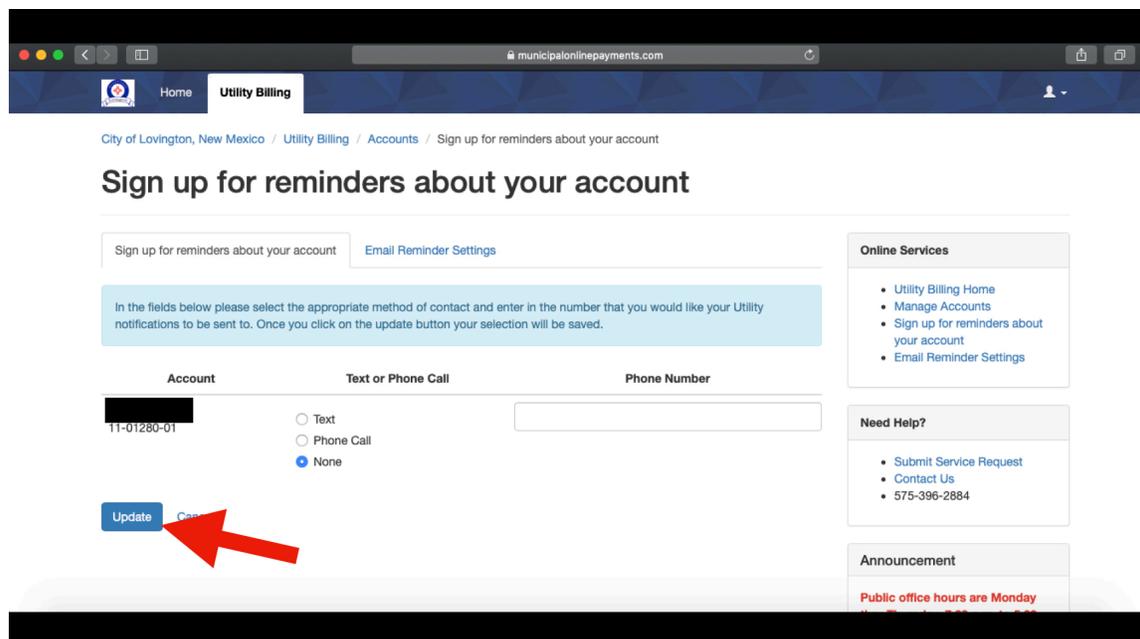
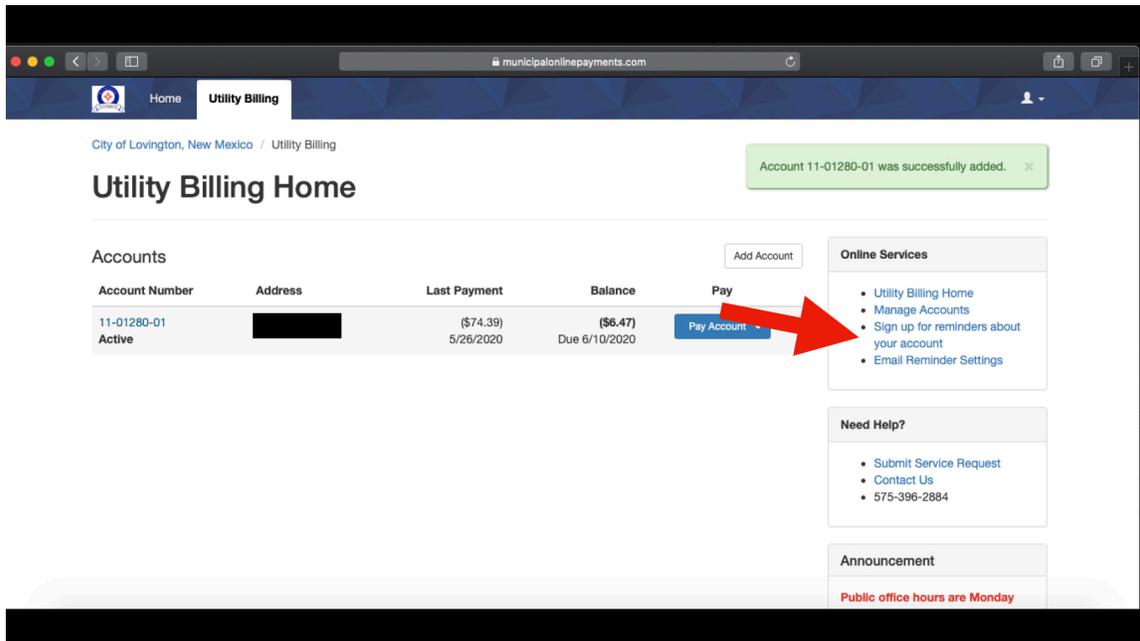


- *On the detail page, you are able to view prior balances, current balances, transaction history, and even consumption history. At the present time, Tyler Technologies is converting our paper bills into a user-friendly format that will be activated for viewing on this website within the next 2 weeks.*

CITY OF LOVINGTON
Online and Phone Utility Payment Instructions

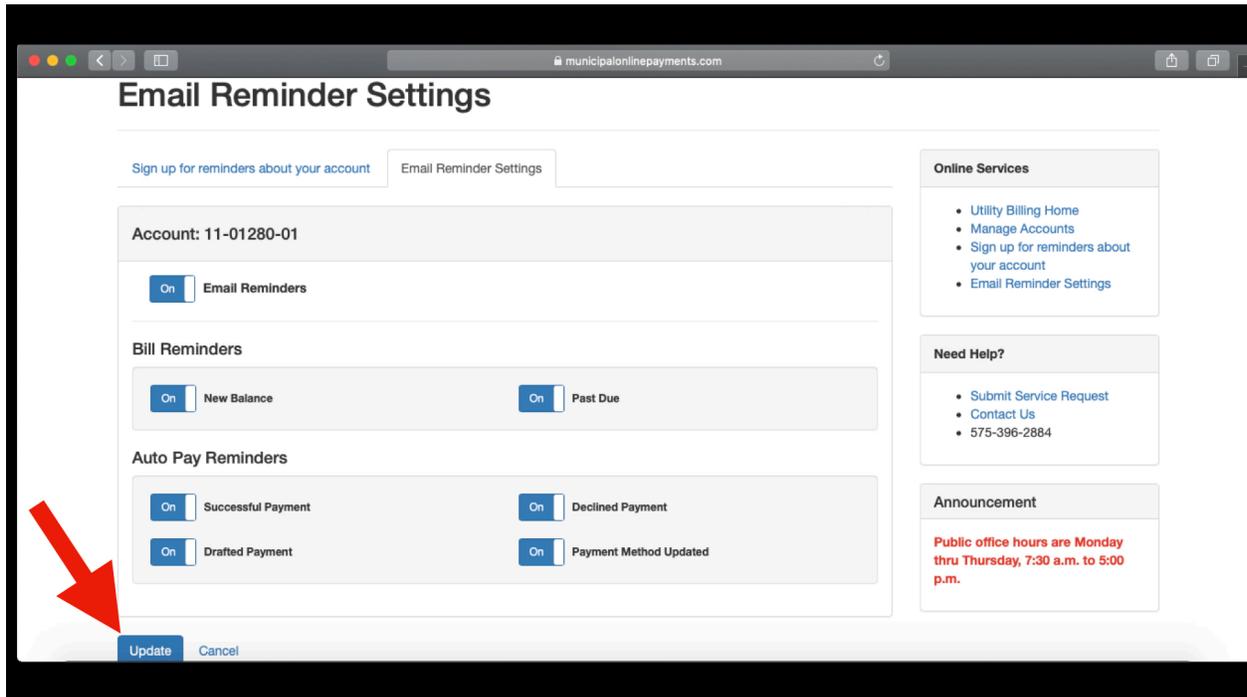
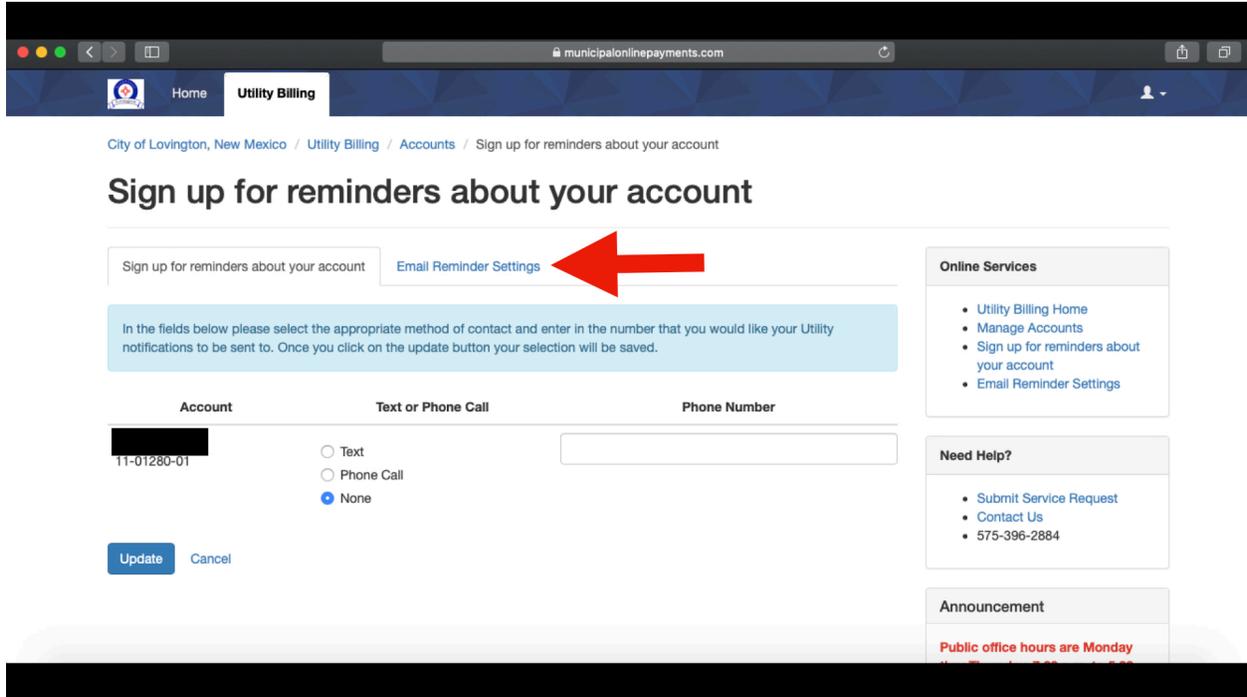
ACCOUNT REMINDERS

- ***You are also able to set up reminders regarding your bill. To set up phone reminders, click on “Sign Up For Reminders About Your Account” found on the right side of the page. Select which method you prefer to receive your reminders by phone. Once you have made your selections, please be sure to click on the “Update” button at the bottom of the page.***



CITY OF LOVINGTON
Online and Phone Utility Payment Instructions

- ***You also have the ability to select which reminders regarding your account you can receive by email. This may be accessed by clicking on “Email Reminder Settings” links. Once you have made your selections, please be sure to click on the “Update” button at the bottom of the page.***



CITY OF LOVINGTON
Online and Phone Utility Payment Instructions

For customers who are not familiar with online payments, you also have the option to make a payment by phone by calling 1-866-277-2170. You will need to have your account number ready in order to make a payment. Please note that there is a \$4.25 fee that you are required to pay in addition to your bill for using the website.

If you should have any questions, please refer to the website for an instructional video, this instruction guide, or contact City Hall at 575-396-2884.