

RADNOR TOWNSHIP

CITIZEN SELF SERVICE – UTILITY BILLING PAYMENT PORTAL

Welcome to Radnor Township’s Citizen Self Service – Utility Billing Payment Portal!

Citizen Self Service provides citizens with the ability to view and make Utility Bill payments online. In order to view or make Utility Bill payments, citizens will need their Account Number and Customer Number which can be found on their Utility Bill.

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Please note: *Pop-up blockers may cause payments to not post properly. Please disable them before proceeding.*

QUESTIONS?

Contact the Finance Department at 610-688-5600 ext. 191 or bcooper@radnor.org.

OTHER PAYMENT OPTIONS

In Person

Radnor Township Municipal Building, 301 Iven Avenue, Wayne, PA 19087
Business hours: 8:00 a.m. to 4:00 p.m.

By Mail

Radnor Township
301 Iven Avenue
Wayne, PA 19087

REGISTER AND CREATE AN ACCOUNT

Go to selfservice.radnor.org to register and access your Utility Billing account.

Home

Citizen Self Service

Utility Billing

Welcome to Citizen Self Service

Welcome to Radnor Township's Citizen Self Service Center!

Log in to access

- Utility Billing

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

[Register](#) [Log in](#)

Click "Citizen Self Service" and then 'Register'

Home

Citizen Self Service

Utility Billing

Self-Registration

*User ID (between 1 and 100 characters)

*Re-type user ID

*Password (between 8 and 15 characters)

*Re-type password

*Password hint

*Email address

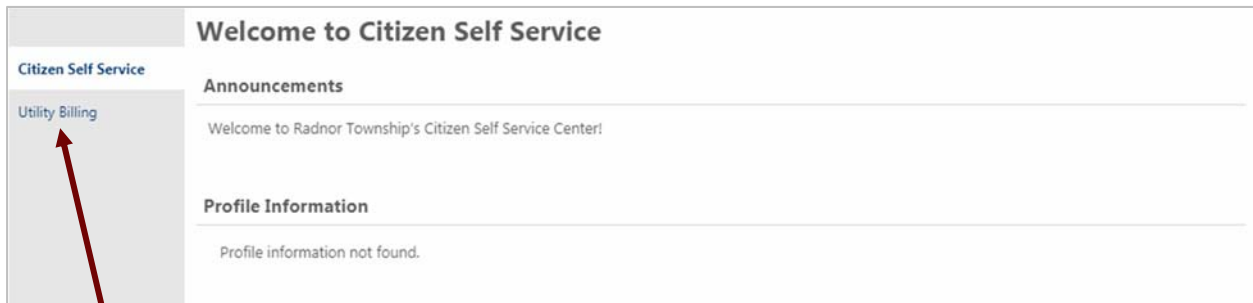
Enter these validation numbers into the box below them

3744

[Save](#)

Enter the required information to create a unique user ID and password and click 'Save'

LINK A UTILITY BILL TO AN ACCOUNT



Welcome to Citizen Self Service

Citizen Self Service

Utility Billing

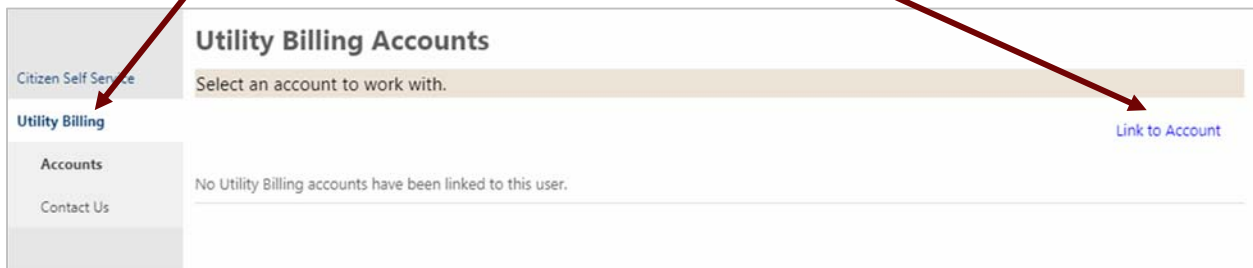
Announcements

Welcome to Radnor Township's Citizen Self Service Center!

Profile Information

Profile information not found.

Click 'Utility Billing' and then 'Accounts' and then 'Link to Account' to permanently link a Utility Billing account to your profile.



Utility Billing Accounts

Citizen Self Service

Utility Billing

Accounts

Contact Us

Select an account to work with.

[Link to Account](#)

No Utility Billing accounts have been linked to this user.

PLEASE NOTE: If you click only on 'Utility Billing', you will be allowed to search for and view/pay a Utility Billing account, but the account will not permanently link to your profile.

Utility Billing
Account Link Setup

Account Number *

Customer Number *

* indicates required field

Enter your 'Account Number' and 'Customer Number' exactly as it appears on your bill dated 04/01/2019. Click 'Submit' to create the permanent account link.

Township of Radnor
301 Iven Avenue
Wayne, PA 19087
(610) 688-5600
www.radnor.com

Sewer Rent/Stormwater Mgmt Fee
CUSTOMER COPY
Keep this copy for your records

Customer Name		Service Address					
JOHN SMITH		123 MAIN STREET					
Bill Number	Bill Date	Account Number - Customer Number			Current Billing Due Date		
999999	04/01/2019	3699999999 - 999999			05/31/2019		
Charge Description	Meter Number	Previous Read Date	Current Read Date	Read Code	Usage (in thousands)	Charge Amount	
STORMWATER						2,465.00	

Utility Billing
Account Summary

[Link to Account](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address: 123 MAIN STREET

Account Number: 3699999999

Bill Delivery Preference: Mail

Your Current Balance

Amount Due Now: \$2,465.00 [Pay Now](#)

Payment Due Date: 5/31/2019

About Your Payments

No payment activity found

Customer Information

Name: JOHN SMITH

Address: 123 MAIN STREET

Customer ID: 999999

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
STORMWATER	430012	1/1/2010		ACTIVE	None

Once successfully linked, your Account Summary page will appear. Click 'Pay Now' or 'Manage Bills' to pay or view your Utility Bill.

PAY YOUR UTILITY BILL

Citizen Self Service

Utility Billing

Manage Bills

Utilities 102034 was added to your shopping cart.
To proceed with payment, click "My Cart" then click "Checkout".

Service Address: 123 MAIN STREET

Account Number: 36999999999

As of: 03/28/2019

Outstanding Bills (bill years 2009 to 2021 only) [Show Past Bills](#)

Bill	Bill Date	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> 999999	4/1/2019	5/31/2019	\$2,465.00	\$2,465.00

Total Due: \$2,465.00

[Add to Cart](#)

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

My Cart (1 item) CITIZEN

Utilities 102034 \$2,465.00
Total: \$2,465.00

[Review Cart](#) [Checkout](#)

Select the bill(s) you want to pay and click 'Add to Cart'.

Click 'My Cart' and 'Checkout' to proceed.

PLEASE NOTE: Paid bill(s) will display the following message until the next business day after the bill(s) was paid.

** This bill has pending web payments that are not currently reflected in the payments amount.

Citizen Self Service

Pay Bills

Utility Billing

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2019	4/1/2019	102034	5/31/2019	\$2,465.00	\$2,465.00	\$ 2,465.00

[Continue](#) [Cancel](#)

The bill(s) you selected to pay will be displayed.

Click 'Continue' to proceed with payment of your Utility Bill.

You will be taken to a third payment site where you will enter your billing information and credit card information.

BILLING INFORMATION

Time left: 7 minutes, and 2 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:





State / Zip: /

Phone:

Email:

Total:

PAYMENT INFORMATION


   

Payment Method:

Card Number:

Exp. Date: /

Security Code: [What is this?](#)

I'm not a robot 
reCAPTCHA
Privacy - Terms


Powered by [Bridgepay Network Solutions.](#)

Enter your billing information and credit card information.

Click 'Make Payment' to complete the payment process.

You will receive a payment confirmation message after your payment has been processed.

You will also receive a payment confirmation email message only if you logged into your account prior to paying for your Utility Bill.



Utilities WEB

Your payment was successfully processed. Please print this receipt for your records.

Payment Details

Total Amount:	2,465.00
Description:	Total
Invoice No.:	999999
Auth code:	999999

Click "here" to return to Citizen Self Service.

Click [here](#) to return to Utilities WEB

From: donotreply@bridgepaynetwork.com <donotreply@bridgepaynetwork.com>
Sent: Friday, March 29, 2019 11:26 AM
To: John Smith <citizen@email.com>
Subject: Your payment receipt

✖
Utilities WEB

Your payment was successfully processed. Please print this receipt for your records.

Payment Details

Total Amount: 2,465.00
Description: Total
Invoice No.: 999999
Auth code: 999999

VIEW UTILITY BILL ACCOUNT INFORMATION AND ACTIVITY

Citizen Self Service

Utility Billing Accounts

Select an account to work with.

Utility Billing [Link to Account](#)

Accounts

Account ID	Customer ID
3699999999	100002

Contact Us [Manage Bills](#)

Click "Citizen Self Service", 'Utility Billing', and then 'Accounts'.

Click on the Account ID you would like to view.

Citizen Self Service

Utility Billing Account Summary

[Link to Account](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Utility Billing

Accounts

Manage Bills

Account Summary

Contact Us

Billing Account

Service Address	123 MAIN STREET
Account Number	3699999999
Bill Delivery Preference	Mail

Your Current Balance

Amount Due Now	\$2,465.00	Pay Now
Payment Due Date	5/31/2019	

About Your Payments

No payment activity found

Customer Information

Name	JOHN SMITH
Address	123 MAIN STREET WAYNE, PA 19087
Customer ID	999999

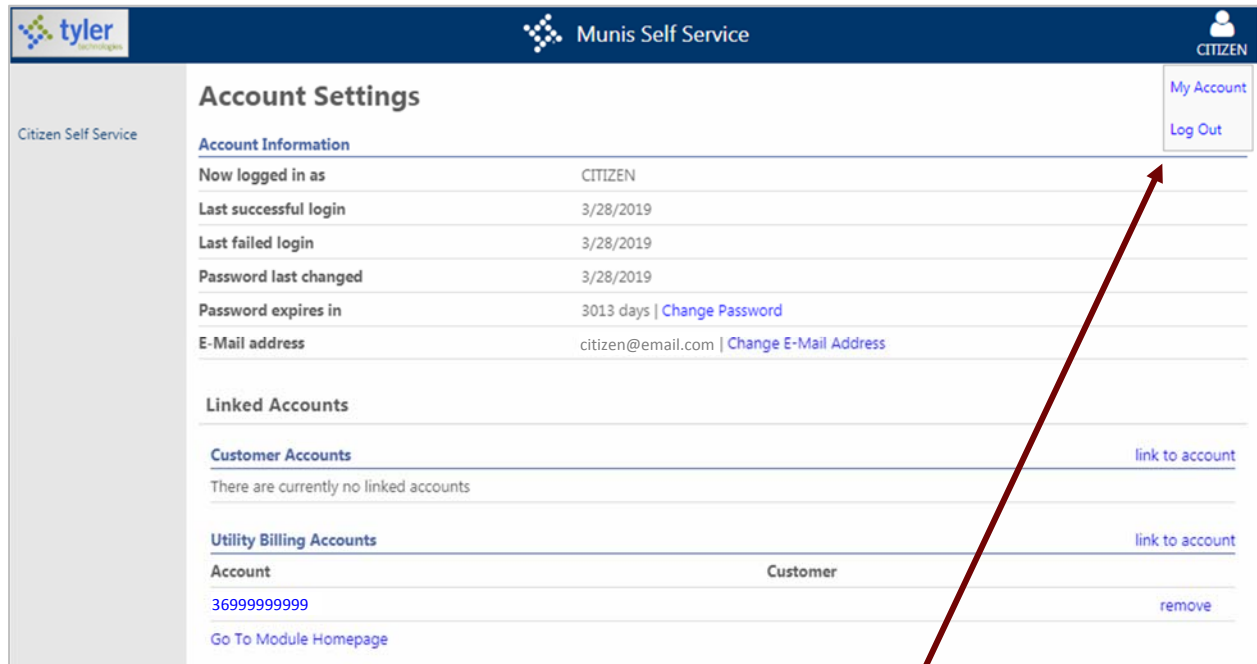
Services

Service	Code	Start Date	Stop Date	Status	Consumption History
STORMWATER	430012	1/2/2019		ACTIVE	None

The Utility Billing Account Summary section provides information about your Billing Account, Current Balance, Payment Activity, Customer Information and Services on the account.

Please note: Payments made online will not be reflected as paid until the next business day after the payment was made.

MANAGE YOUR ACCOUNT



The screenshot displays the 'Account Settings' page in the Munis Self Service portal. The page is titled 'Account Settings' and includes a navigation menu with 'My Account' and 'Log Out' options. The main content area is divided into three sections: 'Account Information', 'Linked Accounts', and 'Utility Billing Accounts'. The 'Account Information' section lists details such as 'Now logged in as' (CITIZEN), 'Last successful login' (3/28/2019), 'Last failed login' (3/28/2019), 'Password last changed' (3/28/2019), 'Password expires in' (3013 days), and 'E-Mail address' (citizen@email.com). The 'Linked Accounts' section shows 'Customer Accounts' and 'Utility Billing Accounts' with links to 'link to account' and 'remove' options. A red arrow points from the 'My Account' link in the top right corner to the 'Account Settings' section.

Account Information	
Now logged in as	CITIZEN
Last successful login	3/28/2019
Last failed login	3/28/2019
Password last changed	3/28/2019
Password expires in	3013 days Change Password
E-Mail address	citizen@email.com Change E-Mail Address

Linked Accounts	
Customer Accounts link to account	
There are currently no linked accounts	
Utility Billing Accounts link to account	
Account	Customer
3699999999	
	remove

To manage your account, click your profile icon (in the upper right corner) and then 'My Account'. Your Account Settings section will allow you to:

- View and manage your account settings.
- Link additional or remove existing Utility Billing accounts.