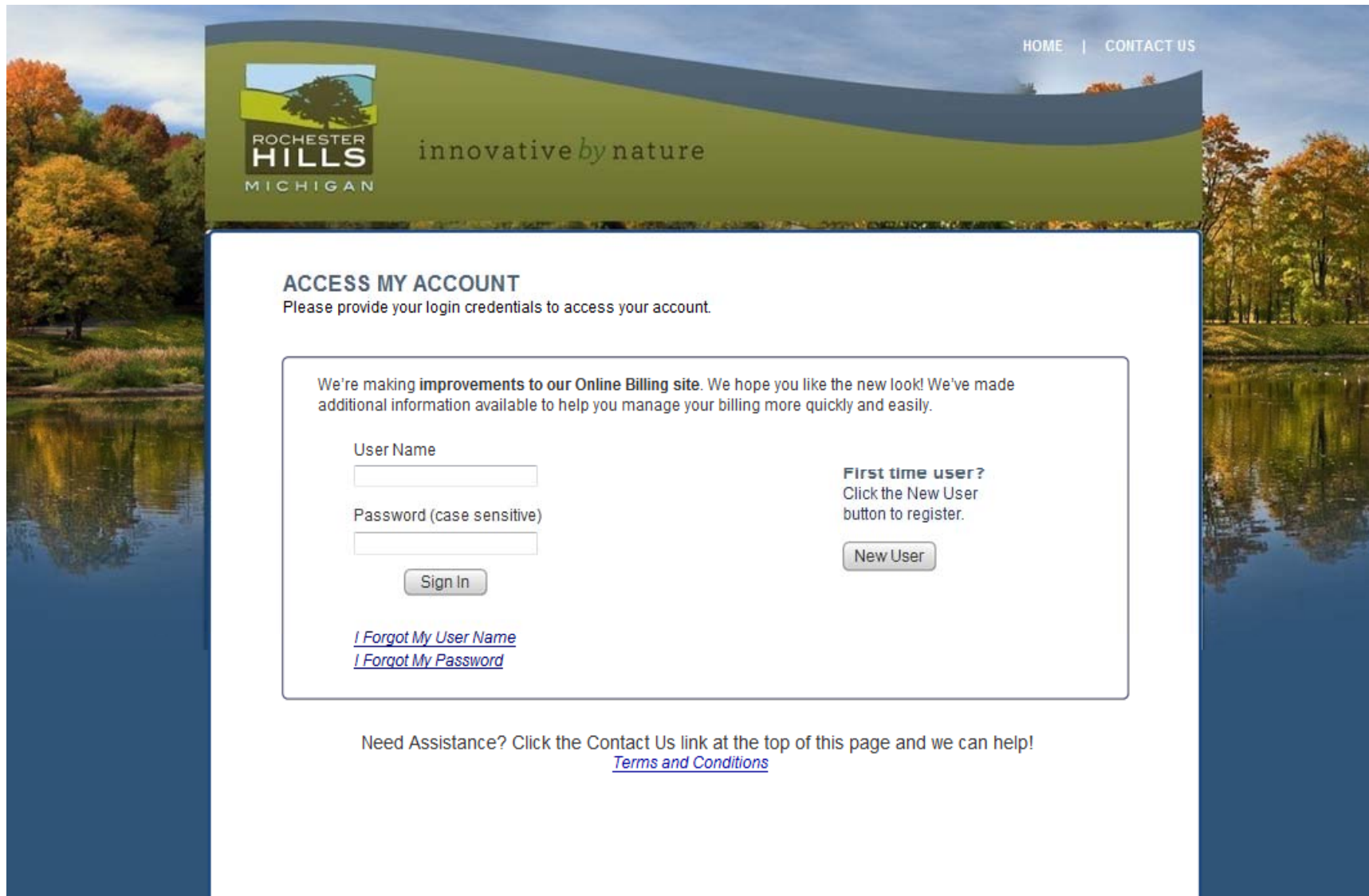


# Login Page



# Enrollment

HOME | CONTACT US

**ROCHESTER HILLS** innovative *by* nature  
MICHIGAN


STEP 1    STEP 2    STEP 3    STEP 4    WELCOME!  
ENTER ACCOUNT NUMBER > VERIFY IDENTITY > CREATE PROFILE > CONFIRM EMAIL > VIEW YOUR ACCOUNT

New users, City of Rochester Hills welcomes you!

Please enter your account number located at the top of your statement.

Need Assistance? Click the Contact Us link at the top of this page.

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

 **City of Rochester Hills**  
Accounting Division  
1000 Rochester Hills Drive  
Rochester Hills, MI 48309-3034

Account Number	123456789
Due Date	01/01/2013
Pay After Due Date	154.09
<b>Pay By Due Date</b>	<b>151.82</b>
Amount Enclosed	

Need Assistance? Click the Contact Us link at the top of this page and we can help!  
[Terms and Conditions](#)

# Account Overview

HOME | CONTACT US

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ACCOUNT OVERVIEW BILLING HISTORY MANAGE PROFILE ADD ACCOUNT LOG OUT

Welcome John Smith Last Visit: Wed, Feb 23, 2012 at 12:06pm  
Email: sampleemail@gmail.com [edit](#)

**Stay Connected!**  
Rochester Hills has a lot going on. [Read what's happening in your town.](#)

*For further details, click the plus sign to the left of the account number.* Export to Excel

Account Number	Service Address	Account Balance	Due Date	Current Bill	Pay My Bill	Paperless Billing	Manage AutoPay
+ 123456789	1234 Main Street	\$356.87	10/26/11	<a href="#">View</a>	<input type="button" value="Pay Now"/>	<input type="button" value="Go Green!"/>	<input type="button" value="AutoPay"/>

Account Detail **Paperless Billing**

**Paperless Billing** offers the convenience of receiving a notification by email when your statement is available to view, and also contributes to a **greener** community by no longer receiving a paper bill in the mail. You can turn your paper bill back on at any time.

**Paperless Bill.** I prefer to receive my bill by email.

**Paper Bill.** I prefer to receive my bill in the mail. You will no longer receive a paper bill after 12/20/2012.

[Link another account](#)

### Hills Herald Archive

**Hills Herald Online**  
[Register to receive the Hills Herald online](#), as well as other updates of city-related information.

**Most Recent Issue**

- [Hills Herald](#)

**Previous Issues**


- [Hills Herald Archive](#)

Printed versions of the Hills Herald are still available at City Hall, the [Rochester Hills Public Library](#), the [Older Persons Commission](#) and the senior housing centers.

**Hills Herald Delivery**  
If you would like to have a hard copy delivered to your home, please [email](#) the Mayor's office or call 248.656.4664.

The City of Rochester Hills  
**Hills Herald**  
News & Information  
Fall 2012

**A Message from the Mayor**



**Inside This Issue**

- Mayor's Message
- A Message from the Council
- A Message from the Chief
- Business With a Difference
- Business With a Difference
- Business With a Difference
- City Council
- Business Information

Forward to another member of our beautiful Rochester Hills!

# Billing History


HOME | CONTACT US

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ACCOUNT OVERVIEW BILLING HISTORY MANAGE PROFILE ADD ACCOUNT LOG OUT





Welcome John Smith Last Visit: Wed, Feb 23, 2012 at 12:06pm  
Email: sampleemail@gmail.com [edit](#)


**Stay Connected!**  
Rochester Hills has a lot going on. [Read what's happening in your town.](#)

**Billing History**  
If you prefer to keep printed copies of your statements, simply click on the  icon below to access a PDF of your bill. You can then print a copy on regular letter size paper.

Account Number: 123456789

Export to Excel 

	Bill Date	Total Due	Due Date	Paperless Status
	10/02/11	\$356.87	10/26/11	Paperless
	09/04/11	\$301.66	09/28/11	Last Paper Bill
	08/02/11	\$285.23	08/26/11	Paper Bill
	06/03/11	\$112.12	07/23/11	Paper Bill

[Get Adobe Reader](#)  
To view documents 

Need Assistance? Click the [Contact Us](#) link at the top of this page and we can help!  
[Terms and Conditions](#)

# Email Sample: Bill Notification

**From:** rochesterhills@mysecuredservices.com  
**To:** sample@gmail.com  
**Subject:** Your Rochester Hills water statement is now available



Dear John Smith

Thank you for using the Rochester Hills online billing system, helping to save money, and conserving our natural resources.

**Bill Date:** 01/15/2011  
**Total Due:** \$ 45.78  
**Due Date:** 02/10/2011

**Note:** Did you know that you can have your bill paid automatically each month by signing up for our Automatic Bill Payment program? Click on [www.rochesterhills.org](http://www.rochesterhills.org) and select Water Billing to learn more.

Viewing and managing your account online is easy and a great time-saver! We want your online experience to be simple and user-friendly. If you encounter any problems or have any questions, you can get help by simply contacting 248.656.4600 to speak to a Customer Care representative.

**Click here to logon to your account**

You have received this email as part of your electronic billing registration. If you did not register and have received this email in error, please contact us immediately at 248.656.4600 .

# Administrative Portal

The screenshot shows the Utilitec Client Portal administrative interface. At the top left is the Utilitec logo and 'Client Portal' text. At the top right is a 'Logout' link and the user's last sign-on information: 'Last Sign On: Tuesday, February 21, 2012 at 4:19 PM' and 'Email: jpoponea@utilitec.net'. Below the header is a navigation bar with 'Home', 'Reporting', and 'Account Management' tabs. The main content area is divided into sections. The 'Current View' section shows 'User Account' with a profile icon, 'Profile Name: John Doe', and 'User Name: sample123'. There are links for 'search for a new account' and 'return to last search results'. Below this are tabs for 'User Profile', 'Linked Accounts', and 'User Events'. The 'User Profile' tab is active, showing 'User's last Sign On: Friday, Oct. 7, 2011 at 8:15 PM'. The 'User Information' section displays 'User Name: sample123', 'Password: \*\*\*\*\*', and 'Last changed on Nov. 3, 2011 at 4:45 PM' with 'Days until expiration: 99' and a 'Reset Password' button. The 'Contact Information' section shows 'Profile Name: John Doe' and 'Email Address: sampleemail@sample.com'. The 'Security Settings' section shows two secret questions: 'What is your favorite pet's name?' with answer 'Molly', and 'What high school did you attend?' with answer 'MSHS'. There is an 'Edit Account Profile' button at the bottom. On the right side of the 'User Profile' section, there is a 'Deactivate this User Account' section with a warning: 'This user will no longer be able to access their user account. User Account history will still be available.' Below this is a text input field for 'enter reason for deactivating the user account...' and a 'Deactivate User Account' button.

**utilitec**  
Client Portal

Logout

Last Sign On: Tuesday, February 21, 2012 at 4:19 PM  
Email: jpoponea@utilitec.net

Home Reporting Account Management

**Current View:** User Account Profile Name: **John Doe** User Name: **sample123** search for a new account return to last search results

User Profile Linked Accounts User Events User's last Sign On: Friday, Oct. 7, 2011 at 8:15 PM

**User Information**

User Name sample123  
Password \*\*\*\*\*  
Last changed on Nov. 3, 2011 at 4:45 PM  
Days until expiration: 99

**Contact Information**

Profile Name John Doe  
Email Address sampleemail@sample.com

**Security Settings**

Secret Question What is your favorite pet's name?  
Answer Molly

Secret Question What high school did you attend?  
Answer MSHS

**Deactivate this User Account**  
This user will no longer be able to access their user account. User Account history will still be available.  
enter reason for deactivating the user account...