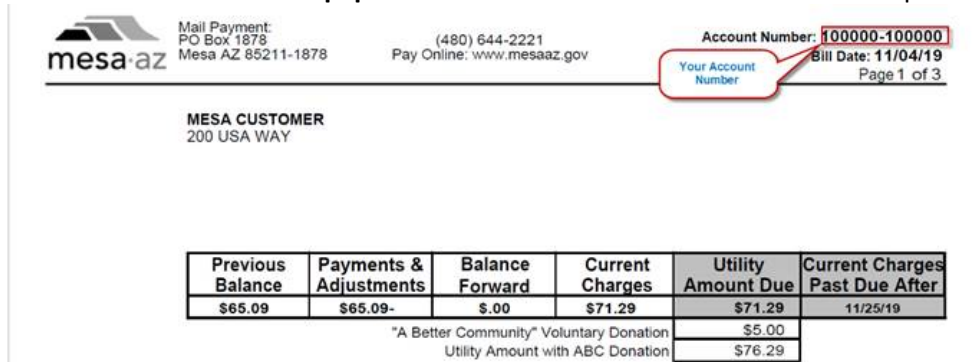


Ways to find your account number

1. **If you use the online payment system** - visit cis.mesaaz.gov (My Utility Account) and log in to your account. The utility account number is located at the top of most of the pages within the portal.
2. **For customers who receive paper bills** – account number is located at the top of the mailed bills.



The screenshot shows the top portion of a utility bill. On the left is the 'mesa·az' logo. To its right, contact information is listed: 'Mail Payment: PO Box 1878, Mesa AZ 85211-1878', '(480) 644-2221', and 'Pay Online: www.mesaaz.gov'. On the right side, the 'Account Number: 100000-100000' is highlighted with a red box. Below it, 'Your Account Number' is written in a blue callout box. Further right, 'Bill Date: 11/04/19' and 'Page 1 of 3' are visible. Below the header, the customer address is listed as 'MESA CUSTOMER, 200 USA WAY'.

Previous Balance	Payments & Adjustments	Balance Forward	Current Charges	Utility Amount Due	Current Charges Past Due After
\$65.09	\$65.09-	\$.00	\$71.29	\$71.29	11/25/19
"A Better Community" Voluntary Donation				\$5.00	
Utility Amount with ABC Donation				\$76.29	

3. **For eBill customers (receive bill notices via email or text notification)** – account number located in the body of the monthly bill is ready email or text.

From: eBill@mesaaz.gov <eBill@mesaaz.gov>
Sent: Wednesday, December 18, 2019 7:56 PM
To: mesacustomerj@gmail.com
Cc: eBill Available Notice <eBillAvailableNotice@MesaAZ.gov>
Subject: Your December City of Mesa Utility Bill is Now Available



Account Number: 1345055-123456
2222 N MESA ST

Amount Due: \$165.47 Due Date: 01/08/20
SurePay will draft, no payment required.

Your City of Mesa utility bill is available online. To make a payment or view your bill, please go to <https://cis.mesaaz.gov>. Take advantage of our automatic payment option and sign up for [Surepay](#), a free and convenient service to pay your bill every month.

4. **Also for eBill customers (email or text notification)** – account number is located on every payment receipt



Thank you for your recent payment!

Payment Detail

Account Number: 765432-234567
Payment Amount: \$100.00
Payment Date: 12/04/2019
Receipt Number: 240459

Thank you for using our e-mail notification service.

5. **For customers who make utility account payments in the Business Offices** – account number is located on the paper receipts.
6. **For anyone** – Call the Contact Center at 480-644-2221 or in person at Business Offices (you will need to provide proof that they are authorized on the account prior to receiving account information)