

Beginning April 1, 2018 --
The NEW Village of Bald Head Island Utility Payment Portal

The screen below is what you will see upon entering the Utility
Payment Portal:



Utility Account Information

Utility Account Id: - Utility Account PIN:

Village of Bald Head Island
106 Lighthouse Wynd
PO Box 3009
Bald Head Island, NC 28461
Phone: 910-457-9700
Email: village@villagebhi.org

Office Hours
Monday - Friday
8:00am - 4:00pm

For your convenience, Public Kiosk Payment Centers are located at the Post Office
on Lighthouse Wynd and the Public Safety Center at Edward Teach Wynd.

Last Updated: 03/27/2018

This screen is where you will enter your Utility Account ID and your new Utility Account PIN. Both numbers are printed on the Utility Bill that you receive. Please see below for an example of a Utility Bill with the location of the Utility Account ID and the location of the Utility Account PIN indicated and highlighted:

5818570-1185-1-1*

VILLAGE OF BALD HEAD ISLAND
PO BOX 3009
BALD HEAD ISLAND NC 28461-7000



Village of Bald Head Island Utility Bill

Account Number		Service Address	
6082600-0		UTILITY DEPARTMENT BLDG I	
Billing Date	Date Due	Amount Due	
03/26/18	04/20/18		

6820P/UTL_03/15/14 PMS 362_K 7.5

No Second Notice Rendered

PIN: 1249
Phone: (910) 457-6700
FAX: (910) 457-6206

Remit Address:
P.O. Box 3009
Bald Head Island, NC 28461

5818570-1185-1 1 1 1185 1 SP 0.510 1
[Barcode]

[Barcode]
VILLAGE OF BALD HEAD ISLAND
PO BOX 3009
256 EDWARD TEACH EXT
BALD HEAD ISLAND NC 28461



ACCOUNT PIN
ACCOUNT NUMBER

006082600000000127940

Please return this portion of the bill with your payment

Service Location	Payment Account Number		Billing Date		
UTILITY DEPARTMENT BLDG I	6082600-0		03/26/18		
Description of Charges	Previous	Meter Reading	Present	Usage	Amount
Water 1471085796 WATER SERVICE COMMER SEWER SERVICE COMMER DEBT/CAP SURC NON-RE	0		0	0	

Once you have typed in your Utility Account ID and Utility Account PIN hit the "Enter" button. This process takes you to a screen showing your Utility Account. This screen has information regarding your account along with a brief account history. Please view an example below:



Utility Account:	██████████
Parcel Number:	██████████
Property Location:	██████████
Service Location:	██████████
Owner Name/Address:	██████████

Water/Sewer/Other

[Make a Payment](#) Last Payment: 12/29/17

Delinquent Charges:

Service	Due Date	Billed	Balance	Interest	Total Due	Status	Reading Read Date	Usage
Water	12/01/2017	55.90	55.90	2.80	58.70	OPEN	36 11/27/2017	1000
Sewer	12/01/2017	63.39	63.39	3.17	66.56	OPEN	36 11/27/2017	1000
Other	12/01/2017	14.32	14.32	0.72	15.04	OPEN		
Total		133.61	133.61	6.69	140.30			

Prior Paid Charges:

Service	Due Date	Billed	Balance	Interest	Total Due	Status	Reading Read Date	Usage
Water	11/01/2017	55.90	0.00	0.00	0.00	PAID	36 11/27/2017	1000
Sewer	11/01/2017	63.39	0.00	0.00	0.00	PAID	36 11/27/2017	1000
Other	11/01/2017	14.32	0.00	0.00	0.00	PAID		
Water	10/01/2017	55.90	0.00	0.00	0.00	PAID	35 10/25/2017	1000
Sewer	10/01/2017	63.39	0.00	0.00	0.00	PAID	35 10/25/2017	1000
Other	10/01/2017	14.32	0.00	0.00	0.00	PAID		
Water	09/01/2017	50.23	0.00	0.00	0.00	PAID	34 09/25/2017	
Sewer	09/01/2017	63.39	0.00	0.00	0.00	PAID	34 09/25/2017	
Other	09/01/2017	14.32	0.00	0.00	0.00	PAID		
Total		395.16	0.00	0.00	0.00			

[Return to Home](#)

When you have reviewed your bill, and are ready to make a payment, simply hit the “Make a Payment” button which will cause a small dialog box to appear. Please view an example below:

Utility Payment

Select payment method:

Credit/Debit Card Checking Account

Payment Amount:

This dialog box is where you make your choice for type of payment and the amount you wish to pay. After you have entered your selection and amount, please hit the “Continue” button. Once hit, you will be redirected to a screen where you will enter the information required to process the payment. (Name, Card Number, Bank Account Number, Routing numbers, etc.)

An example of that screen is below:

The screenshot shows a web form titled "FIS Pay Direct" with a sub-header "Payment Entry". Below the title, there is a blue header bar with the text "FIS Pay Direct". The main content area has a light gray background and contains the following elements:

- Payment Method:** A dropdown menu currently set to "Credit or Debit Card".
- Card Information:** A section with a white background containing:
 - Card Number:** A text input field.
 - Expiration Date:** Two dropdown menus for "Month" and "Year".
 - Card Identification Code:** A text input field with a blue circular icon to its right.
 - Logos:** A grid of logos for American Express, Discover Network, MasterCard, VISA, STAR, pulse, and NYCE.
- Billing Information:** A section with a white background containing:
 - Name:** A text input field.
 - Address:** A text input field.
 - City:** A text input field.
 - State:** A dropdown menu with "Select a State" as the current selection.
 - Zip:** A text input field.
 - Phone:** A text input field.
 - Email:** A text input field.

At the bottom of the form, there are two buttons: "Cancel" and "Continue". Below the buttons, there is a link for "Browser Support" and a small Adobe Reader icon with the text "Get ADOBE READER".

Once complete, you will hit the “Continue” button and finalize the payment transaction. You will then be directed to a screen to confirm the information you have entered. Once you have confirmed the information hit “Process Payment” and your payment is processed and a Confirmation screen is shown. At this time, an email will be sent to the email address you provided. You may also print a copy of the Confirmation screen for your records if you choose.

FIS Pay Direct

Payment Confirmation

Please confirm your payment information.

Quantity:1;Name on
Merchant Specific : Permit:Village of Bald Head
Island;Permit
Number:910-457-9700

Property Location :

Owner Name :

Payment Amount: \$0.01

Card Information		Billing Information	
Card Number	*7062	Name	David Cox
Expiration Date	12/18	Country	US
		Address	POB 3009
		City	BHI
		State	NC
		Zip	28461
		Phone	
		Email	doox@villagebhi.org

[Go Back/Edit](#)

[Cancel](#)

[Process Payment](#)

[Browser Support](#)



In one to two business days, you will be able to see the payment transaction updated to your account.

FIS
Pay Direct

Thank you for your payment.

Please print this receipt and keep it for your records.

Merchant Specific : Quantity:1;Name on
 Permit:Village of Bald Head
 Island;Permit
 Number:910-457-9700

Property Location :

Owner Name :

Payment Amount: \$0.01

Receipt Number: 3724978472

Transaction Date: 03/22/2018 09:02 AM

Payment Type: 

Account Number: *7062
