

To register a new account:

## Si Environmental Customer Portal Screenshot Guide

**New User Registration**  
All Fields are required.

**Registration Form**

1. Account Number (as it appears on your statement)
2. Zip Code (of your service address)
3. User Name (6-50 characters long)
4. Email Address
5. Password (At least 6 characters, contain at least 1 lower case letter, 1 upper case letter, and 1 number)
6. Confirm Password

**SiEnviro**

SiEnv Account Questions?  
✉ developers@firstbilling.com  
☎ (866) 477-9119

Customer Service Hours  
Monday - Friday: 8:00AM - 5:00PM CT

**FOR 24 HOUR WATER AND SEWER EMERGENCIES  
CALL (866) 477-9119**

Payment Portal Questions?  
✉ customerservice@firstbilling.com  
☎ (855)270-3592

Customer Service Hours  
Monday - Friday: 8:30AM - 4:30PM CT

Trustwave  
Trusted Connections  
Committed to Customers

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To pay as a Guest:

## Guest Payment

**Guest Payment**

**Registration Form**

1. Account Number (as it appears on your statement)

No registration is required for the Guest Payment feature. The customer simply needs their account number and confirms their service address to log on as a guest. This feature only allows the customer to make one-time payments to their account.

**Guest Payment**

**Registration Form**

1. Account Number (as it appears on your statement)
2. Confirm your service address:  
3511 COTTON FARMS DR  
 Yes, this is my service address.

Payment Screen:

## Make Payment

The screenshot shows the 'Make Payment' interface for account # ELB 90320-3200113801. It features a 'Select Payment Type' section with three options: 'Credit/Debit Card' (selected), 'Check', and 'Stored Card'. Below this, there are fields for 'Payment Amount' (\$5.15), 'Payment Date' (04/03/2017), and 'Card Number' (partially visible). A 'Next >>' button is at the bottom.

Customers will first enter the amount to pay, as well as, choose their payment option and hit the "Next" button.

Customers will then enter either their credit card information or checking account information and continue with their payment.

This screenshot shows the 'Process Credit/Debit Card' step. It includes fields for 'Card Number', 'Expiration Date', 'CVV Number', and 'Billing Address'. A 'Save This Card' checkbox is present. At the bottom, there are 'Previous <<' and 'Next >>' buttons.

Payment Confirmation:

## Payment Confirmation

The screenshot displays a 'Payment Receipt' for account # ELB 90320-3200113801. It starts with a 'Success!' message and states: 'Your stored credit card payment on 04/03/2017 at 05:11 PM for \$5.15 was successful. Please email or print a copy of this receipt for your records.' The receipt details include: 'Payment With Credit Card Ending \*0016', 'Payment Made To: SiEnv-Si Env 320', 'Payment Amount: \$5.15', and 'Confirmation Number: 493529'. It also notes 'Paid on Monday, 04/03/17 at 5:11 PM.' and provides 'Email Receipt' and 'Print Receipt' buttons.

Customers will receive a message showing if the payment had processed or failed. If the payment processed successfully, a unique confirmation number is provided to the customer. The customer can also email or print a receipt of their payment.