



**Access your Utility Account on-line!**  
**It's easy, convenient and best of all FREE!**  
**Welcome to City of Myrtle Beach Utility E-Service!**

We at the City of Myrtle Beach understand how busy your life is and we are pleased to announce that you can now have secure access to your utility account anytime, anywhere, and 24-hours a day. You can check your account balance, view detailed history on your account such as consumption history and transaction history for the past 12 months and you can pay your bill with a MasterCard or VISA. You must have internet access and a browser to use the City of Myrtle Beach Utility E-Service:

- Microsoft Internet Explorer or Netscape Navigator, version 5.5 or higher, or Netscape Navigator, version 6 or higher.
- Browser must be 128 bit compatible.
- WEB TV access may or may not be compatible depending on if your WEB TV supports Java, JavaScript, and secured cookies.
- All browsers must be configured to accept cookies in order for the City of Myrtle Beach Utility E-Service to function properly.

The City of Myrtle Beach offers no technical support for City of Myrtle Beach Utility E-Service. Please check with your internet service provider to see if your browser is compatible with our requirements.

**Sign-up today!** It's easy, just fill out the application below and return it to the Utility Billing office. You will be able to access your utility account 24 hours after your application is received and accepted by the City of Myrtle Beach. Go to [www.cityofmyrtlebeach.com](http://www.cityofmyrtlebeach.com) to enter City of Myrtle Beach Utility E-Service.

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**Utility E-Service Application**

We at the City of Myrtle Beach understand the importance of on-line security and require a completed and signed application for **each** Utility Account that you would like to access via the City of Myrtle Beach Utility E-Service. You will be able to access your Utility Account 24 hours after your application is received and accepted by the City of Myrtle Beach. You must select a PIN that only you will know. Your PIN must be at least 4 digits and no longer than 6 digits. It can be numbers, letters, or a combination of both. **Note: If you have more than one Utility Account, you may use the same PIN for each account.** Please complete, sign and return this application to the Utility Billing Office at 921 Oak Street. You can also fax or mail this application to:

City of Myrtle Beach  
 Utility Billing  
 P.O. Box 2468  
 Myrtle Beach, SC 29578-2468  
 Fax: 843-918-1210

Name on Utility Account: \_\_\_\_\_  
 Customer Name if different: \_\_\_\_\_  
 Service Address: \_\_\_\_\_  
 PIN: \_\_\_\_\_ E-Mail: \_\_\_\_\_  
 Utility Account Number: \_\_\_\_\_  
 Last 4 Digits of Social Security Number: \_\_\_\_\_ or Last 4 Digits of Federal ID Number: \_\_\_\_\_  
 Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

If you **do not** want to continue to receive a paper bill each month, please check the space provided below.

\_\_\_\_\_ Discontinue mailing a paper utility bill on my account listed above; however, upon termination of service, I understand the final bill will be printed and mailed to me.

I have read and accept the terms and conditions for using the City of Myrtle Beach Utility E-Service listed on the reverse side of this application. The undersigned hereby makes application for City of Myrtle Beach Utility E-Service.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

To enroll in the City of Myrtle Beach Utility E-Service, you must read and accept the Terms and Conditions listed below.

## **CITY OF MYRTLE BEACH**

### **Utility E-Service Terms and Conditions**

City of Myrtle Beach Utility E-Service provides a secure way to view and pay your utility bill online. You are granted access to your utility account subject to compliance with the following City of Myrtle Beach Utility E-Service Terms and Conditions: Please read the following Terms and Conditions carefully. By enrolling in the City of Myrtle Beach Utility E-Service, you agree to be bound by and comply with the Terms and Conditions governing access to your account. If you do not agree to comply with these Terms and Conditions, you may not request access to your account via City of Myrtle Beach Utility E-Service.

- You understand that in order to use the City of Myrtle Beach Utility E-Service you must be a utility customer of the City of Myrtle Beach.
- You agree that the PIN you use to access your account through the City of Myrtle Beach Utility E-Service will be kept confidential. If you forget or lose your PIN, you may request your PIN via e-mail to [mbutilpay@cityofmyrtlebeach.com](mailto:mbutilpay@cityofmyrtlebeach.com) or you can call Customer Service. Your PIN will be sent to you via the U.S. mail. You understand that you have sole responsibility for the security of your PIN. You are solely responsible for notifying us upon the loss or theft of your PIN. We will not be liable for any actions, claims, costs, damages, or expenses arising from the misuse of a PIN.
- You understand that by enrolling your account in City of Myrtle Beach Utility E-Service, you enter into an agreement in which you view and/or pay your bill online for the account you have enrolled. You agree to access only your bill. You authorize us to charge the amount owed to your account at the financial institution or credit card service you select as your payment account.
- You understand that you will not be charged by City of Myrtle Beach for electronically paying your bill online using the City of Myrtle Beach Utility E-Service; however, you are responsible for any fees that may be charged to you by your financial institution or credit card service. You may pay your account online through other websites and payment services; however, they may charge a fee.
- You agree that it is your responsibility to pay your bill online every month if you so choose. You understand that any late payment notices will be sent through the U.S. mail. Failure to pay your bill by the date due may result in discontinuance of your service. City of Myrtle Beach will charge a service charge as stated in Section 21-10 (b) of the Code of Ordinances if your account is disconnected for non-payment.
- You understand that processing online payments can take up to five (5) full business days to process through your financial institution or credit card service. Payment towards your account will, however, be applied by the next business day. City of Myrtle Beach reserves the right to reverse payment transactions that your financial institution does not honor. (Business days are Monday through Friday, except observed holidays).
- You are responsible for all charges on your bill. Subject to applicable rules and regulations, we reserve the right to apply partial payments according to our practices and procedures. If you dispute a charge on your bill please contact the following:

City of Myrtle Beach Utility Billing Customer Service: (843) 918-1212

Toll Free: (800) 617-7758

Monday through Friday, 8:00 am to 5:00 pm (Eastern Standard Time)

We are not liable if your financial institution shows you have insufficient funds or credit availability in your designated payment account and/or overdraft protection plan; if a legal order prohibits withdrawals from the payment account; if the payment account is closed or frozen; or if any part of the electronic funds transfer system is not working properly.

- You also agree to waive any claim or action against us for use of City of Myrtle Beach Utility E-Service, except where we have acted with gross negligence or willful misconduct.
- You agree that we will not be liable for any delays or failures in performance or for any interruptions arising from any cause or circumstance beyond our reasonable control.
- You agree not to send any computer viruses, trojan horses, or other messages that could damage our systems, in using City of Myrtle Beach Utility E-Service and should you send such a virus, trojan horse, or message, you agree to pay all costs, expenses, damages, and liabilities incurred by us. The preceding clause will not apply where you could not prevent a virus, trojan horse, or other message that could damage our system from being forwarded from your computer. In addition to these Terms and Conditions, you agree to be bound by and comply with the requirements of the applicable Account Disclosure Statement, our tariffs, rules and regulations; the rules and regulations of any fund transfer system, which we use, such as, the National Automated Clearing House Association (NACHA) and any applicable state and federal laws and regulations. In turn, we agree to be bound to these Terms and Conditions as well. WE MAKE NO REPRESENTATIONS OR WARRANTIES OF ANY KIND WITH RESPECT TO CITY OF MYRTLE BEACH UTILITY E-SERVICE, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY. WE ASSUME NO RESPONSIBILITY WITH RESPECT TO ANY USE OF CITY OF MYRTLE BEACH UTILITY E-SERVICE. YOU AGREE THAT WE SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE, OR CONSEQUENTIAL DAMAGES OR FOR THE LOSS OF PROFIT, REVENUE, OR DATA ARISING OUT OF THE SUBJECT MATTER OF THIS AGREEMENT. FURTHERMORE, YOU AGREE TO INDEMNIFY AND HOLD US HARMLESS FROM ANY ACTIONS, CLAIMS, DAMAGES, LIABILITIES, OR LOSSES ARISING FROM YOUR USE OF CITY OF MYRTLE BEACH UTILITY E-SERVICE THAT IS NOT IN COMPLIANCE WITH THIS AGREEMENT. You further agree that this Agreement shall not be assigned or transferred and that any attempt to assign or transfer this Agreement shall be null and void. This Agreement shall be construed under the laws of the State of South Carolina. We reserve the right to terminate access to any account enrolled in City of Myrtle Beach Utility E-Service at any time. We also reserve the right to change any charges, fees, or terms described in the City of Myrtle Beach Utility E-Service Terms and Conditions.