



Registration Process for Utility Billing Online

Step 1

Locate your initial PIN on the top portion of your utility bill. If you need assistance in finding your PIN number or with registration, please call customer service at 336-786-3517 or [email us](#).

Step 2

Access [Utility Billing Online](#).

Step 3

Enter your utility account number (dash included) and your PIN. Click the Sign On button.

Step 4

You must choose a new PIN, which can be any combination from five to ten letters or numbers. Type in a hint to help you to remember your new PIN. Enter your personal email address. Click Submit. A confirmation email message will be sent to you immediately.

Step 5

Now you will receive an email verification which will come to the email address you provided. The subject field of this email address will be 'Email Address Verification'. It is possible that junk email filters and computer security products may block this verification email. So, you should whitelist the utilities@mountairy.org email address or the mountairy.org domain to insure that you receive the verification email. If you do not receive the email verification very quickly, this is likely the problem. You may also check your junk email folder if your email setup collects these messages into a folder. When you receive the email address verification message, click the link provided in the email. Enter your utility account number and new pin on the page that appears. Click the Sign On button. You can now click the provided link to look up your account.

Note: The registration process explained above is only necessary for your initial access to the system. The next time you use this service, simply click the Utility Billing Online link.