

Customer Services welcomes the "NEW" EBILLING option at the City of Maitland. With a few easy steps, you now have the ability to enroll all your City Utility Billing accounts online. You will be able to register your account(s) and opt to receive email notifications when your City Utility bill is available for viewing or printing. We have achieved several months of bills, and up to 12 months will be available. Simply go to the City website [www.itsmymaitland.com](http://www.itsmymaitland.com) and on the right side, there is a link to "Utility E-Billing and E-Payment". You will need a copy of your utility bill to get the 11 digit number and the name as it appears in our system. Once registered you will automatically be enrolled in E-Billing, receive email notifications regarding your account and you will no longer receive your billing statement by mail. Once registered you will also be able to set up recurring payment options which include credit cards or electronic check which you can change and update at anytime of your choosing. Monthly you will receive an email similar to below notifying you that your bill is now available. Below are screen shots of the account set up. If you have any questions, please contact Customer Services at 407.539.6200.

Dear (Resident),

A new bill from MAITLAND has just arrived.

Billing Account Number: 123456-12345  
Payment Amount Due: 123.45  
Payment Due Date: 05/18/2015

To view and pay your bill online, please log in to  
<https://ccspresentweb.totalccs.com/EBPP/Login.aspx?BillerName=MAITLAND>.

Please do not respond to this message. If you have any questions about your online billing account, please contact us at 407-539-6200.

Sincerely,


Customer Service Department

MAITLAND



Browser: InPrivate | URL: https://ccspresentweb.totalccs.com/EBPP/Register.aspx?BillName=MAITLAND | Tabs: BillQ, BillQ

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Home Contact Us Help FAQ Login

### Register New User (Step 3 of 4)

Account Number: 110005-13926  
 Name On Account: MAITLAND PUBLIC LIBRARY  
 Account Description (eg., home bill): LIBRARY

If the Receive Paper Bill? box is unchecked, you agree to receive electronic bill notifications for new bills that can be viewed online. You will no longer receive a paper copy of your bill in the mail. Check the box if you desire to receive BOTH electronic bill notification to view bills online as well as a paper bill in the mail.

Receive Paper Bill?

User Name: MAITLAND

Password must be at least 8 characters long and contain at least 1 number (0-9), 1 lowercase letter (a-z), and 1 uppercase letter (A-Z).

Password: [masked]  
 Confirm Password: [masked]

If you are using email filters or spam blockers, please configure them to allow receipt of messages from RTPDevelopers@totalccs.com.


Email: [masked]  
 Retype Email: utilities@itsmymaitland.com  
 Security Question (eg., what is your pet's name?): [blank]  
 Security Answer: [blank]

Previous Create Account Cancel

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Home Contact Us Help FAQ Login

### Register New User (Step 4 of 4)

Thank you for registering your online account. Your account has been successfully created.

A confirmation email with activation instructions will be sent to utilities@itsmymaitland.com. Please follow the instructions in the email to activate your account and complete your enrollment.

If you are using email filters or spam blockers, please configure them to allow receipt of messages from RTPDevelopers@totalccs.com.


Should you not receive your confirmation email within 24 hours, please contact [Customer Service](#).

Done

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### Account Summary

Account: LIBRARY

Account Number	110005-13926	Last Payment Date	05/19/2015
Name On Account	MAITLAND PUBLIC LIBRARY	Payment Amount	\$294.18
Account Description	LIBRARY	Payment Account	*****1416
Last Bill Date	05/06/2015	Payment Status	Processed
Amount Due	\$0.00		
Due Date	05/26/2015		
Account Balance	\$0.00		


[Make One Time Payment](#)
[Set Up Recurring Payments](#)
[View Latest Bill](#)

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### Set Up Recurring Payments

**Please allow 48 hours for your payment made via this site to post to your City of Maitland account.**  
Please specify recurring payment details below

Pay To: LIBRARY  
 Pay From: City P-Card

Payment Schedule:
   
 When bill arrives
   
 On Due Date
   
 One Day Prior to Due Date
   
  days before due date

Payment Amount: Payment amount is full balance due.
   
 Maximum Amount: \$ 
  
(Optional) If payment due exceeds maximum payment amount, the payment will not be made and an email notification will be sent.

[Save Changes](#)

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