

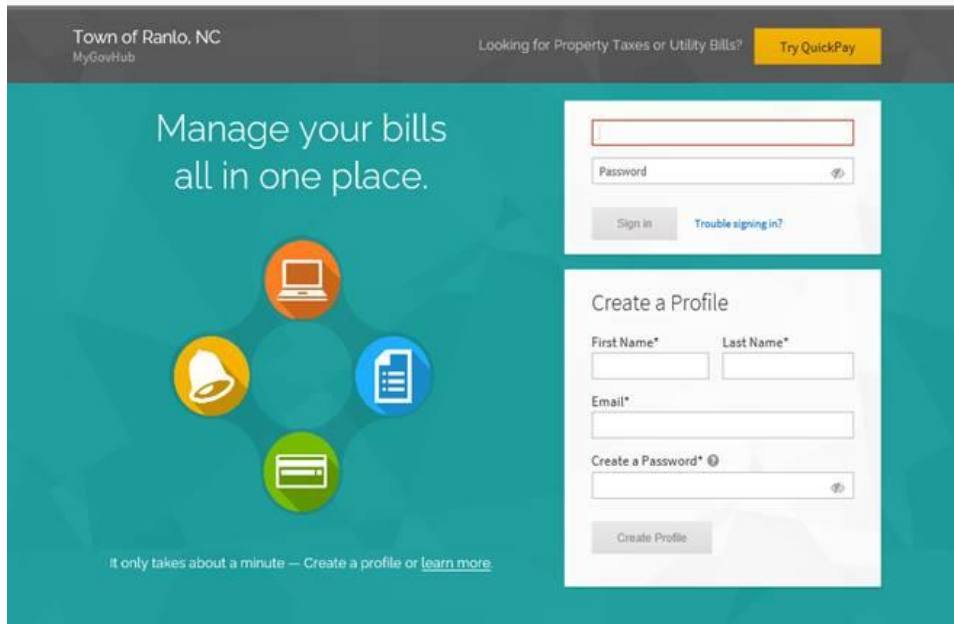
Customer Guide – MyGovHub

MyGovHub allows you to access, view, and pay your utility bill online. The platform offers the convenience of paying your bill online using credit or debit cards. You can also opt out of paper billing and receive e-mail notifications once new charges are added to your account. Get your bill faster and help us save paper by **Going Paperless!**

Go to www.ranlo.org and click on “Pay My Utility Bill”

Create A Profile

Creating a profile will allow you to see your billing history, payment history, and monthly usage.



The screenshot shows the MyGovHub website interface. At the top left, it says "Town of Ranlo, NC MyGovHub". In the top right, there is a link "Looking for Property Taxes or Utility Bills?" and a yellow button "Try QuickPay". The main content area has a teal background with the text "Manage your bills all in one place." and four circular icons: a laptop, a bell, a document, and a credit card. Below this, it says "It only takes about a minute — Create a profile or [learn more](#)." On the right side, there is a "Sign in" form with a password field and a "Sign in" button, and a "Create a Profile" form with fields for "First Name*", "Last Name*", "Email*", and "Create a Password*" with a "Create Profile" button.

Verify Your Email Address

After clicking “Create Profile”, the portal will ask you to verify your e-mail address. Open your inbox and click the link that is sent to you to verify the e-mail address.

Add One or Multiple Utility Accounts

You can add one or more accounts to your profile. You can find the account address and account number on any Town of Ranlo Utility bill you have received in the mail.


Overview

Accounts [Add Account](#) Welcome

Utilities

You haven't added any accounts

And thank you for using MyGovHub!

Go Paperless 

Sign up for paperless billing and get email notifications for new bills sent to your inbox.

Go Paperless Today!

*Paperless billing requires a verified email address.

ADD ACCOUNT ×

Please enter information as shown on your bill.
Include both address and account number to find utility accounts.

Address*

Account #*

Find Accounts Reset

Close

The website will generate any accounts that match up with the entered information. If you get the message “No matching accounts found. Please try again.”, try the following:

- **Street** may be **St**
- **Place** may be **Pl**
- **Circle** may be **Cir**
- **Lane** may be **Ln**
- **Drive** may be **Dr**
- **Avenue** may be **Ave**
- **Road** may be **Rd**
- **Court** may be **Ct**
- **Spencer Mountain Road** may be **Spencer Mtn Rd**

Click the check box and click Add Account(s).

Find Your Bill

- Click on the blue, underlined address under “Utilities”.

- The landing page will show your latest bill, a breakdown of the bill, and the amount due.
- You can click on any of the blue dates on the left to review that month's bill.
- To find an itemized breakdown of your bill, click on "Printable Bill" [Printable Bill](#)

[Print this bill](#) ×

TOWN OF RANLO, NC | UTILITY Account Number:

| | | |
|----------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------------|
| Service Address: 123 Ranlo Hwy Gastonia, NC 28054 | Billing Address: 999 Rex Hwy Gastonia, NC 28054 | Amount Due: \$ Total Due Due Due Date |
|----------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------------|

BILL SUMMARY Billed on **Date Billed**

| Description | Amount |
|----------------------------------------------------------------------|------------------------|
| Previous Balance | Outstanding last month |
| Payments Received | Paid last month |
| Balance Carried Over | \$ |
| Current Charges | |
| STORM WATER FEES | \$1.80 |
| TRASH PICKUP | \$9.00 |
| INSIDE SEWER Charges based on usage | \$ |
| BASE CHARGE SEWER INSIDE | \$4.00 |
| BASE CHARGE WATER INSIDE | \$4.00 |
| INSIDE WATER Charges based on usage | \$ |
| Total Charges | \$ |
| Amount Due | \$ |

For questions call: 7048243461 or email info@townofranlo.org

Billing History

- The header "BILLING HISTORY" shows a listing of all bills generated at the Town of Ranlo for the account.
- You can "View Details" for each bill to review the charges on each bill in the account's history.
- Click "Printable Bill" to view the breakdown of charged items.

Payment History

- The header "PAYMENT HISTORY" shows a listing of all payments made in the account.
- Click on each listed payment date or amount to see what charges were paid with this payment, and to see the form of payment (Check, Cash).

Usage Reports

- Usage reports show your water meter information that is used to calculate monthly charges. You can find our billing rate schedule on our [Water/Sewer webpage](#).
- To find a report for a specific date, enter a date range at the top of the page in the “USAGE REPORTS” menu.

| Number | Read Date | Reading | Type | Usage |
|-----------------------|------------------------------------------------------------------------------------|---------------------------------------------------------|--------------------------------|------------------------------------------------|
| Water Meter ID Number | This is the date that the Town completed the meter reading for the previous month. | Total amount of gallons registered on this water meter. | Type of water meter installed. | Total gallons of usage for the previous month. |

Pay Bill Without A Profile



If you do not want to create a profile, or if you are in a hurry, you can use the “QuickPay” option to make an online payment.



QuickPay

A screenshot of the QuickPay search form. It features a search bar with the text 'Search for: UTILITIES'. Below the search bar are two input fields: 'Service Address' and 'Account Number'. To the right of these fields is a button labeled 'Find Accounts'. Below the input fields, there is a note: 'Please enter information as shown on your bill. Include both address and account number to find utility accounts.'

Fill out the Service Address and Account Number and click “Find Accounts”. If you get no results, try the following:

- **Street** may be **St**
- **Place** may be **Pl**
- **Circle** may be **Cir**
- **Lane** may be **Ln**
- **Drive** may be **Dr**
- **Avenue** may be **Ave**
- **Road** may be **Rd**
- **Court** may be **Ct**

PAY NOW

Click "Pay Now" right next to the balance you want to pay.