

PAY BY INTERNET

Access the internet website

<http://www.northlittlerock.ar.gov/on-line/online-eAccount.asp>

and then click the e-Account “Pay Online” Icon (see below example)



*It will be located toward the bottom center of the above page.

Select from the drop down for English or Spanish.

Enter account number

Enter PIN number

Select the Search button

Select “Pay with Credit Card” or “Pay by eCheck”

Select the Proceed button

Enter your address, phone number, email address, and CC or eCheck information

Enter the amount you wish to pay

Select the Continue button

Verify that the information is correct, then either select “Pay Now” or “Edit Information”

Selecting the “Pay Now” will display a Payment Accepted page, print page or write down Transaction ID number.

You can “Return to Account” or “Logout” at anytime.

PAY BY PHONE

Dial 501-975-8889

Press 1 for English or 2 for Spanish

Press 1 to continue to your account information

Enter the 8 digit portion of your account number to the left of the hyphen, including leading zeros Enter the two digit portion of your account number to the right of the hyphen

The information will be repeated, Press 1 to confirm information is correct

Enter your 4 – 8 digit PIN number followed by the # sign,

The information will be repeated, Press 1 to confirm information is correct

The account will be repeated with the service address and name on the account

It will tell you your balance due and a convenience fee will be added as a “processing fee”

You will then have the following options available;

- **CUSTOMER SERVICE - PRESS 0**
- **REPEAT ACCOUNT INFORMATION - PRESS 1**
- **MAKE A CREDIT CARD PAYMENT - PRESS 2**
- **MAKE A PAYMENT USING A CHECKING ACCOUNT - PRESS 3**
- **TO HEAR BILLING HISTORY - PRESS 4**
- **TO HEAR PAYMENT HISTORY - PRESS 5**
- **TO HAVE ACCOUNT DETAILS FAXED TO YOU - PRESS 6**
- **TO SELECT ANOTHER ACCOUNT - PRESS 7**
- **TO SELECT FROM A LIST OF DOCUMENTS TO BE FAXED TO YOU - PRESS 8**
- **TO END THE CALL - PRESS 9**

Press **2** to Pay with Credit Card or **3** to Pay by eCheck

Enter your CC or eCheck information, press 1 to confirm information is correct

Enter your phone number

Press **1** to Pay in Full, press **2** to Pay a Different Amount

Press 1 to pay

Hold for Transaction ID Number, write number down.

501-975-8889 - PHONE MENU

FOR ENGLISH PRESS 1 FOR SPANISH - PRESS 2

TO CONTINUE TO ACCOUNT INFO - PRESS 1

TO HEAR A LIST OF FREQUENTLY ASKED QUESTIONS - PRESS 2

TO SPEAK TO A CUSTOMER SERVICE AGENT - PRESS 0

YOU WILL BE ASKED TO ENTER YOUR 8 DIGIT ACCOUNT NUMBER TO THE 'LEFT' OF THE HYPHEN, INCLUDING THE LEADING ZEROES

YOU WILL BE ASKED TO ENTER THE 2 DIGIT NUMBER TO THE RIGHT OF THE HYPHEN

YOU WILL BE ASKED TO ENTER YOUR 4 – 6 DIGIT PIN, FOLLOWED BY THE # SIGN

THE VOICE PROMPT WILL GIVE INFORMATION ON YOUR ACCOUNT. AT ANY TIME DURING THIS MESSAGE YOU CAN SELECT THE FOLLOWING:

CUSTOMER SERVICE - PRESS 0

REPEAT ACCOUNT INFORMATION - PRESS 1

MAKE A CREDIT CARD PAYMENT - PRESS 2

MAKE A PAYMENT USING A CHECKING ACCOUNT - PRESS 3

TO HEAR BILLING HISTORY - PRESS 4

TO HEAR PAYMENT HISTORY - PRESS 5

TO HAVE ACCOUNT DETAILS FAXED TO YOU - PRESS 6

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