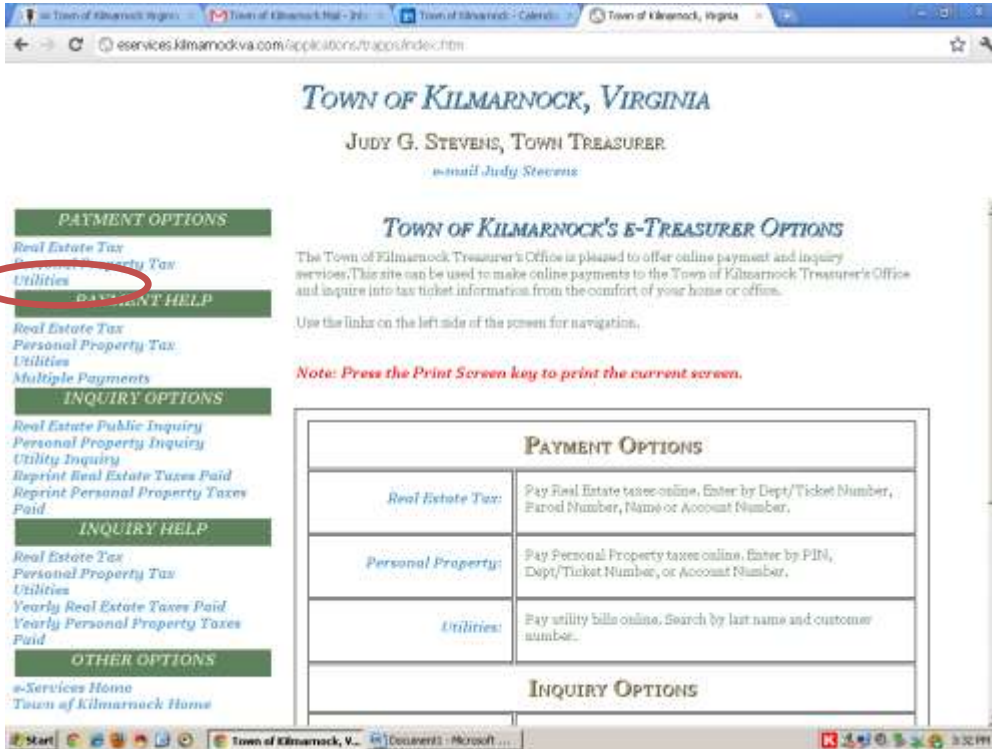


Town of Kilmarnock's On-Line Utility Payment Instructions

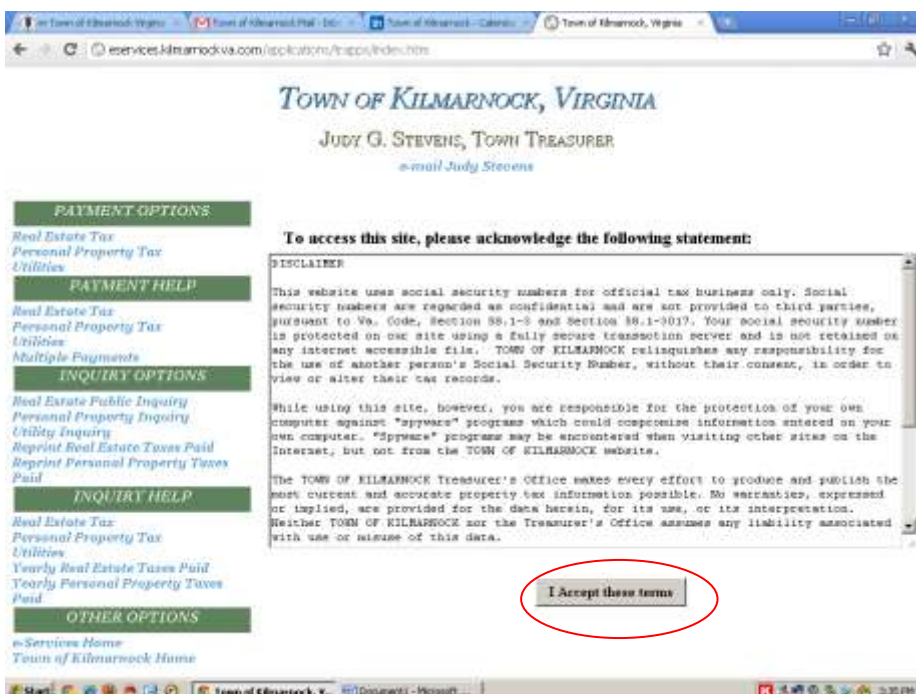
STEP 1: go <http://www.kilmarnockva.com/online-payments>

STEP 2: click on "Pay Now" link near the bottom of the screen.

STEP 3: click on "utilities" under "payment options"



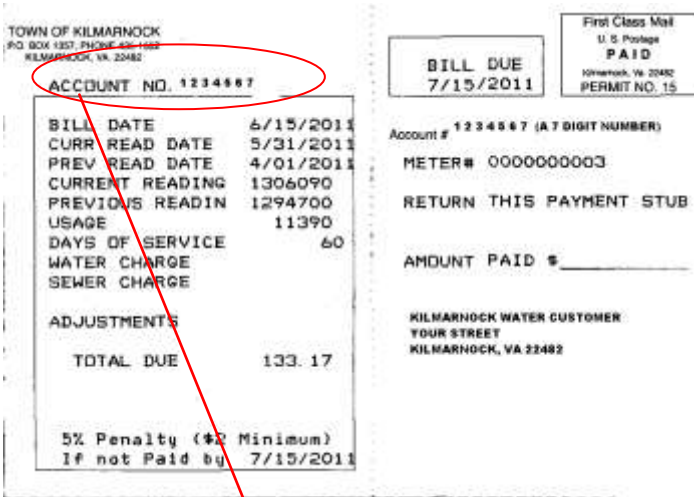
STEP 4: Click on "Accept these terms" after reading



STEP 5: Enter your email address



STEP 6: Enter your account number from your billing statement, followed by your last name. This is a 7 digit number followed by your last name below. The account number is just below the Town's address on the left half of your bill.



The next screen shows your account. You may pay another account from this screen (i.e. an irrigation account) by selecting the “Pay another Utility Bill” button. This allows for a single payment and convenience fee for multiple accounts. STEP 6: Enter the amount you wish to pay for the account. When all accounts are entered, click “checkout”.



Step 7: Select “pay by credit card”. “Pay by E check” as shown in the Help screen IS NOT an option for Kilmarnock payments.



STEP 8: Confirming amount and convenience fee of \$2.50.



STEP 9: Enter Credit card information. You will be asked to enter your credit card account and billing address information. “Click” to verify your transaction followed by a final “click” to process (2 steps). A confirming email is sent to your account with a transaction number. Your credit card statement will show a payment to “The Town of Kilmarnock”. Payments are processed immediately.



STEP 10: Complete! Thank You!