



Fountain Inn Natural Gas System – Online Bill Payment

- ♦ Save time, gas, or a stamp
- ♦ Transactions are safe and secure
- ♦ Payment is credited to your account instantly
- ♦ Check balance, payment history, or consumption
- ♦ Update your account information
- ♦ Pay with your Debit or Credit Card
- ♦ **IT'S FREE**



Getting Started

1. Go to the City's webpage: <http://www.fountaininn.org/>
2. Click on "Online Bill Pay" button.
3. Click on the "[Register Here](#)" link.
4. Input your **First Name**, **Last Name**, and **Email Address**, then click "Save".
5. An email will be immediately sent to you with a temporary password.
6. Click "Return Login Page"
7. Input your **User Name** and **Temporary Password**. (Note: Your User Name will be your email address)
8. Once you are logged into Online Bill Payment, you will be prompted to change your password. Follow the on-screen instructions to establish a new password.
9. Now you will be required to link to your account(s). Click on "Link Another Account". You are only required to link to your account the first time you sign in. Thereafter the link will already be established. (Customers with multiple accounts may link to more than one account with a single user name.)

Link Account to Profile

*Account Number:	<input type="text" value="123456"/>
*Tenant Number:	<input type="text" value="99"/>
*PIN:	<input type="text" value="1234"/>
*Alias:	<input type="text" value="201 S. Main St"/>

Tenant Number

10. Enter your **account number** from your bill.

Account Number



11. Enter your **tenant number** from your bill.

12. Enter your account **PIN**. (Your account PIN is by default the last four digits of the Social Security Number on the account. If you do not have a Social Security Number on file you will need to contact Customer Service at 864-862-0042 to have a PIN established for you.)
13. Enter an **Alias** for your account. (An alias is simply a name that you choose for your account that you can easily recognize rather than using an account number. Customers with multiple bills will use alias names to differentiate among accounts. The recommended alias is your address as in the example above. Another example might be: 201 S. Main St. – natural gas)
14. Click "Submit" to complete your profile data entry.
15. Click "Cancel" to go your account.