

PCU Customer Advantage Troubleshooting Guide

Website Edition

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Introduction

This document outlines the troubleshooting process for the PCU Customer Advantage and aims to help the user to troubleshoot the Customer Advantage portal.

Troubleshooting

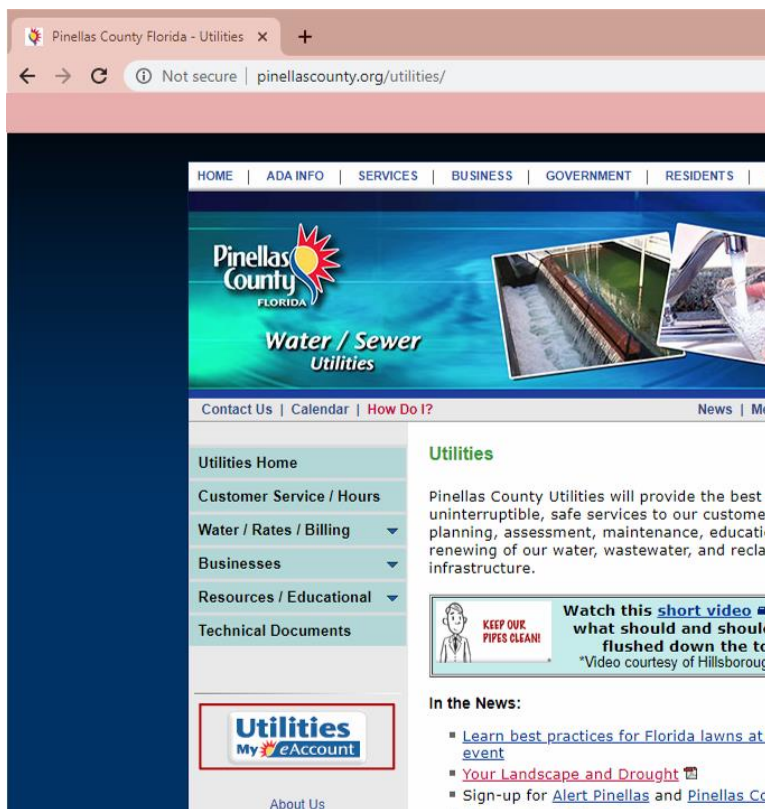
A. Login Issues

1. When I try login, I cannot get to the website.

Ans. The URL has changed for Customer Advantage, if you have saved it in your favorites, then please update it from the PCU website main page.

Proceed to PCU home page - <http://www.pinellascounty.org/utilities/>

Click on the icon for Utilities MyeAccount to proceed to the new PCU Customer Advantage link.




You will be taken to the Customer Advantage website login page. The URL can also be accessed directly from <https://myaccount.pinellas.org>.

[Help](#)
[Live Chat](#)
[Contact Us](#)
[Privacy Policy](#)
[Terms & Conditions/Legal Notice](#)

2. **I am unable to access my account, I have forgotten my password**

Ans. You can reset your password by clicking on the forgot “Password” link located below the LOG IN button.

Enter the valid credentials and click submit.



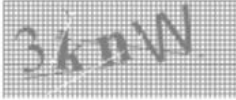

Forgot your Password?

Enter the following information and we'll send you an email with your new password instructions.

User ID

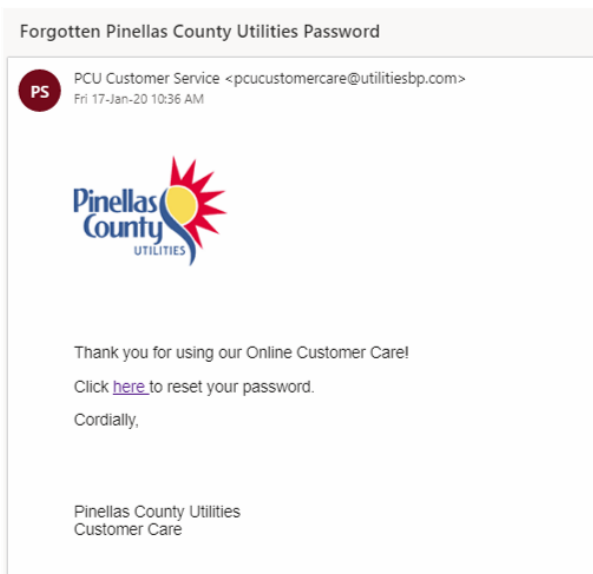
Email Address

Verification Code

[← Return to account login](#)


After submitting the details, you will be receiving an email message from PCU Customer Service pcucustomer@utilitiesbp.com with a link to reset your password.



Click on 'here' to reset your password. Enter a new valid password, the password must be 8-15 characters, with at least one: lowercase letter, uppercase letters, and number.

It may also include the following characters: !.#%&* (e.g. Earth123 or Earth!123).

Click 'Reset Password' and your password will be updated.



Reset your Password

New Password
Must be 8 to 15 characters with at least one:
lowercase letter, uppercase letters, and number.
May also include the following characters: !.#%&*.

Confirm Password

RESET PASSWORD

[← Return to account login](#)

3. **I did not receive any e-mail from Pinellas County Utilities containing a reset link**


Ans. Be sure to check your Junk E-mail or Spam boxes. If no e-mail is received, please contact Pinellas County Utilities Customer Service at 727-464-4000.

4. **I have forgotten my password and my e-mail does not match the e-mail on record. I am unable to generate a new password**

Ans. If the e-mail on record does not match, please contact Pinellas County Utilities Customer Service at 727-464-4000 and have them update your correct e-mail address and then try again to reset your password for your Customer Advantage account.

5. **I have forgotten my login User ID**

Ans. If you have forgotten your login User ID, you can submit a request through Customer Advantage. The User ID will be sent to you on your registered e-mail address by clicking on the forgot "User ID" link located below the LOG IN button.




User ID


Password

LOG IN

Forgot **User ID** or Password?

 Need a profile? [Sign up.](#)

Enter the valid credentials and click submit.

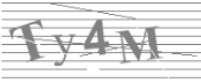



Forgot your User ID?

Enter your email address and we'll send you an email with your User ID.

Email Address

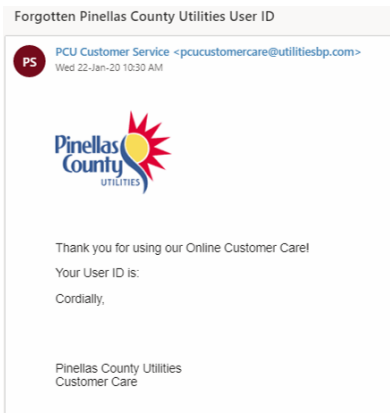
Verification Code

SUBMIT

[← Return to account login](#)

After you've submitted the details, you will receive an email message from PCU Customer Service pcucustomer@utilitiesbp.com with your User ID.



B. Visibility Issue

6. I cannot see the Usage History Graph, Account Preference and Additional Link Box on the Account Summary screen.

Ans. Try to access the site in a different browser (Chrome, Edge, FireFox). If you continue to have issues, contact Pinellas County Utilities Customer Service at 727-464-4000 and report the issue you are encountering.

C. Bill Issues

7. Where can I see my current bill?

Ans. The current bill can be viewed in 3 places in Customer Advantage:

- a. You can view your current bill by clicking on the 'View Current bill' button under the Billing Summary section located on the Account Summary page.

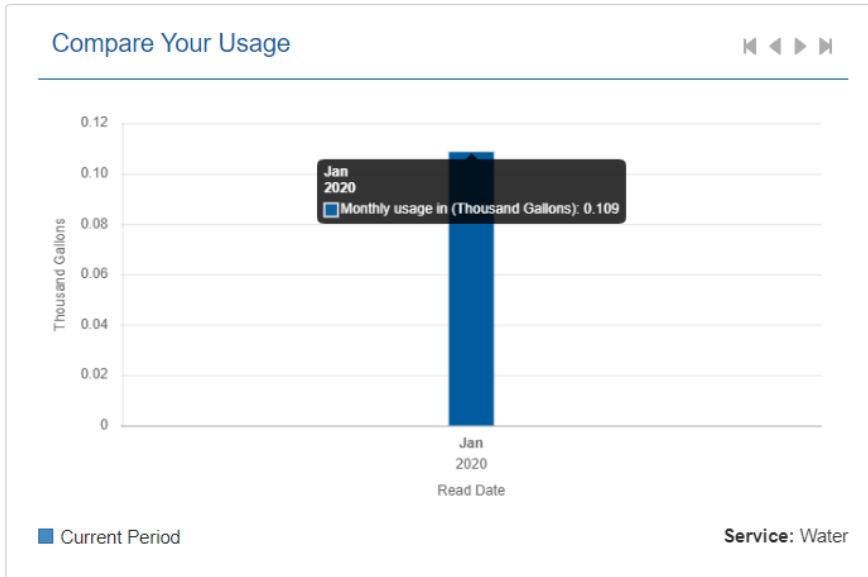
The screenshot displays the 'Account Summary' page for Pinellas County Utilities. On the left is a blue navigation menu with options: MY ACCOUNT, Account Summary, Billing & Usage, Payments, Update My Info, Service Requests, Log Out, and social media icons. The main content area has a header with the Pinellas County Utilities logo and the title 'Account Summary'. Below the header is a breadcrumb trail: 'Pinellas County Utilities / My Account / Account Summary'. The page is divided into two main sections: 'Account Details' and 'Billing Summary'. The 'Account Details' section lists fields for Customer Name, Email Address, Mailing Address, and Phone Number. The 'Billing Summary' section shows a table with the following data:

Billing Summary	
Previous Balance (billed on)	n/a
Last Payment Received (n/a)	n/a
Total Amount Due* (due)	(\$21.92)

*Recent payments may not be reflected in the Account Summary listed above.

Below the table, there are two buttons: 'VIEW CURRENT BILL' (highlighted with a red box) and 'MAKE A PAYMENT'. At the bottom, there is a disclaimer: 'A late payment fee will be charged on balances owed greater than \$5 which are not posted by the "Due Date" on the bill. The late payment fee will be 10% of the charges due with a minimum of \$1.00 up to a maximum of \$500.00. Payment in the mail will not prevent this fee from being assessed, payment must be posted to your account by the due date on the bill.'

- b. The bill can also be viewed by clicking a specific column month in the 'Compare Your Usage' graph on the Account Summary page.



- c. The bill can also be viewed in the 'Billing History' Tab (on Billing & Usage History page) by clicking the most recent bill date.

Pinellas County Utilities / My Account / Billing & Usage History

MY ACCOUNT

- Account Summary
- Billing & Usage
 - Billing & Usage History
 - Paperless Billing
 - View Bill Inserts
- Payments
- Update My Info
- Service Requests
- Log Out

Account Details

Customer Name: [Dropdown]
 Email Address: [Input]
 Mailing Address: [Input]
 Phone Number: [Input]

Selected Account: [Dropdown]
 Service Address: [Input]
 Account Status: [Input]

Billing & Usage History

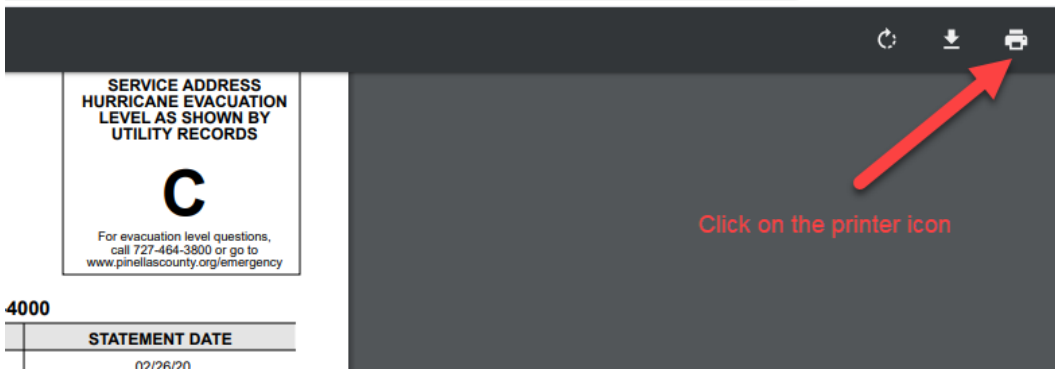
Billing History | Usage History

Bill Date	Amount	Invoice Number
12/24/2019	\$360.52	050000000061
12/24/2019	\$253.88	050000000060

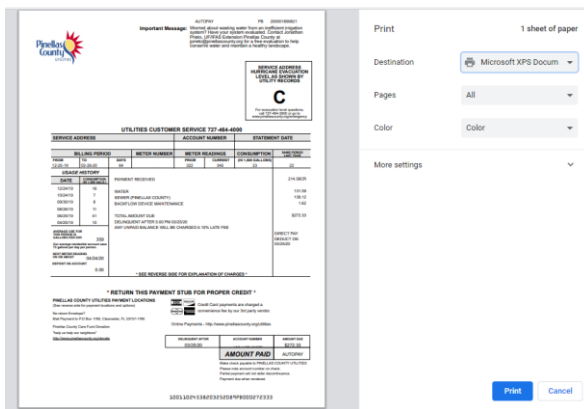
Buttons: PRINTER FRIENDLY, DOWNLOAD SPREADSHEET

8. How do I print the bill from Customer Advantage?

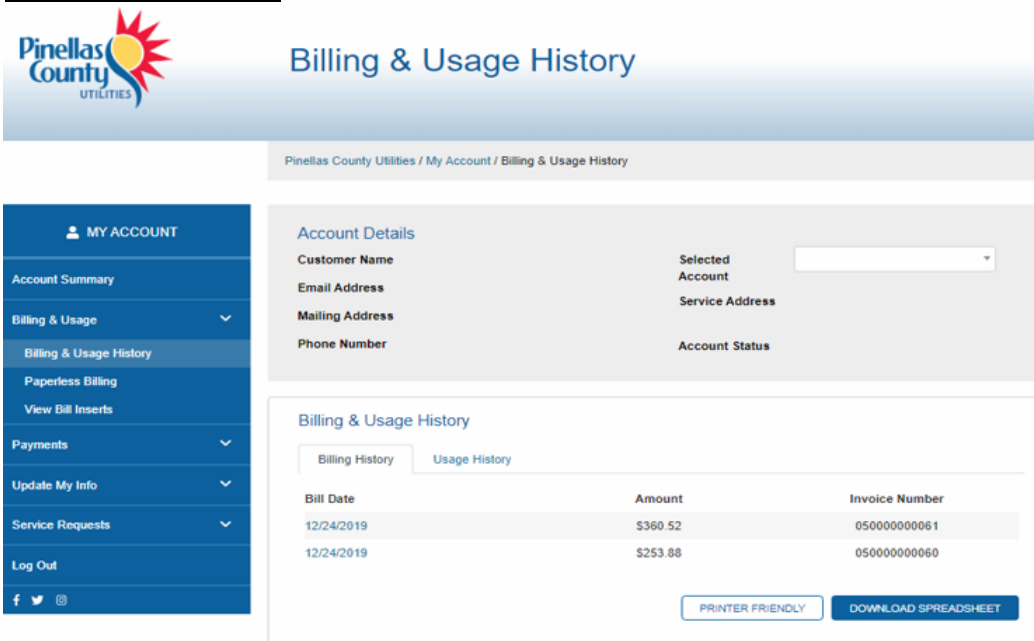
Ans. From the left menu option select 'Billing & Usage' and select 'Billing & Usage History'. From the Billing History tab click on the Bill Date which you want to print, the bill will be opened in a new window.



Select your printer and click 'Print' to print.



9. **How many previous bills can I view? Ans. You can view the last 24 periodic bills in Customer Advantage.**



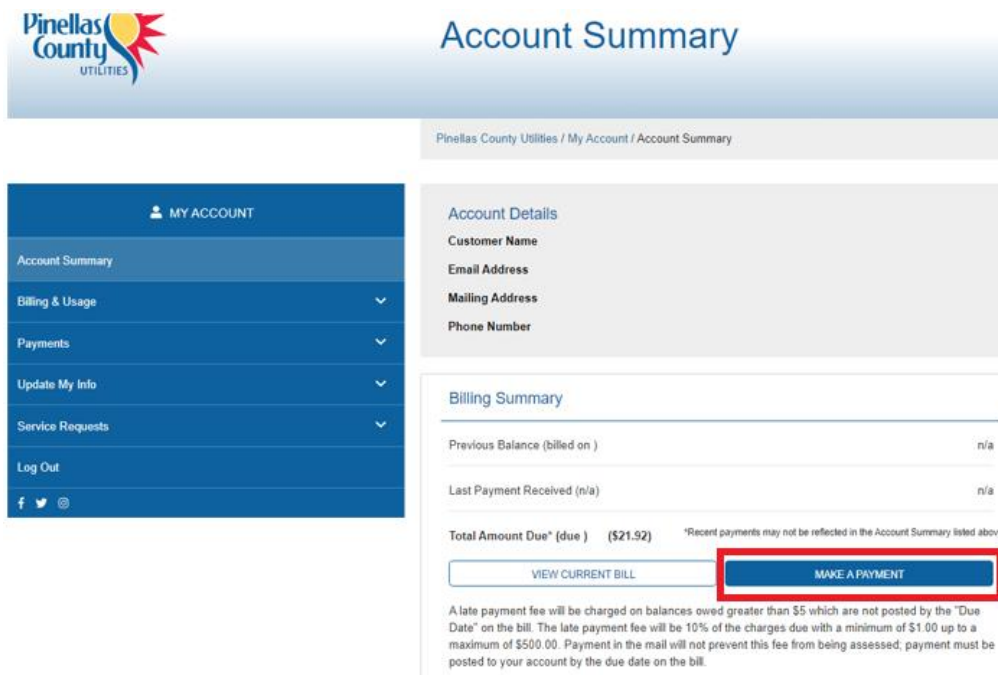
10. **My current bill is not displayed in the billing history list.**

Ans. If you have received your current bill in the mail and it is not displayed in the list, please contact Pinellas County Utilities Customer Service at 727-464-4000 and report the issue

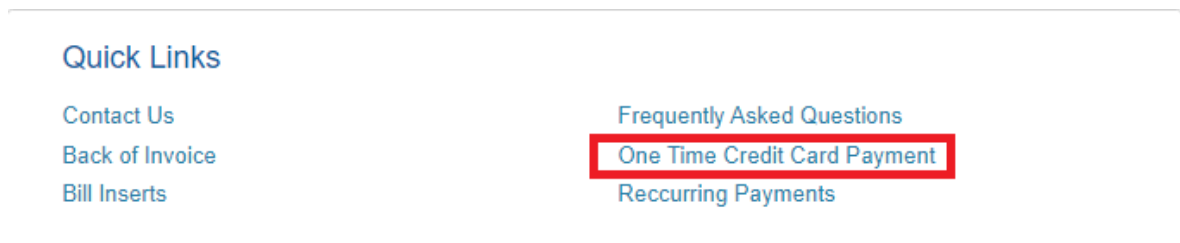
11. Can I pay my bi-monthly bill from Customer Advantage website?

Ans. The bill can be paid from two places in Customer Advantage:

- a. Bills can be paid from the Customer Advantage website by clicking on the 'Make A Payment' button under Billing Summary section located on the Account Summary page.



- b. You can also pay using the *One-time credit card payment* on the Quick Links box at the bottom of the Account Summary screen.



12. I cannot see the payment I just made in the payment history list

Ans. A credit card payment is updated immediately, as soon as the payment is made. A checking account payment can take two to three days to post. Please check if the payment has been debited to your credit card or bank account. If it is not posted to the Utility account, report this to Pinellas County Utilities Customer Service at 727-464-4000.

13. Where can I see my last payment/where can I see my payment history?

Ans. You can view the last payment made under the Billing Summary section located on the Account Summary page.

Billing Summary


Previous Balance (billed on Jan 16, 2020)	\$225.31
Last Payment Received (Jan 13, 2020)	\$371.74
Total Amount Due* (due Feb 13, 2020)	\$225.31

*Recent payments may not be reflected in the Account Summary listed above.

[VIEW CURRENT BILL](#)
[MAKE A PAYMENT](#)

A late payment fee will be charged on balances owed greater than \$5 which are not posted by the "Due Date" on the bill. The late payment fee will be 10% of the charges due with a minimum of \$1.00 up to a maximum of \$500.00. Payment in the mail will not prevent this fee from being assessed; payment must be posted to your account by the due date on the bill.

You can view payments made on the account in the last 12 months. From the left menu option select 'Payments', then select 'Payment History' to view payment history details.



Payment History

Pinellas County Utilities / My Account / Payment History

MY ACCOUNT

- Account Summary
- Billing & Usage
- Payments
- Payment History**
- AutoPay
- Update My Info
- Service Requests
- Log Out

Account Details

Customer Name: _____

Email Address: _____

Mailing Address: _____

Phone Number: _____

Selected Account: _____

Service Address: _____

Account Status: _____

Payment History

Current Account Balance: \$531.90

Payment Date	Amount	Payment Description
12-27-2019	\$200.00	Payment
11-14-2019	\$80.00	Payment
11-14-2019	\$80.00	Payment

[PRINTER FRIENDLY](#)
[DOWNLOAD SPREADSHEET](#)

14. Can I enroll for paperless bill through Customer Advantage?

Ans. Yes, from the left menu option select 'Billing & Usage', then 'Paperless Billing' option to reach the Paperless Billing Options page to sign up.

Pinellas County Utilities / My Account / Paperless Billing Options

MY ACCOUNT

- Account Summary
- Billing & Usage
- Billing & Usage History
- Paperless Billing**
- View Bill Inserts
- Payments
- Update My Info
- Service Requests
- Log Out

Account Details

Customer Name: [Redacted] Selected Account: [Dropdown]

Email Address: [Redacted] Service Address: [Redacted]

Mailing Address: [Redacted] Account Status: [Redacted]

Phone Number: [Redacted]

Paperless Billing Options (for account 100122137784)

Billing Options

Paperless billing allows you to receive an email notification when your bill is ready to be viewed and paid online.

Email Address: [Redacted] [Update](#)

Current Option: Paper Billing

Billing Option: Paperless Billing with Email Notification Paper Bill

[SUBMIT](#)

There is also a short cut on the Account Summary page under the My Preferences section where you can click the 'Change' link for Billing Options.

My Preferences

Billing Options: Paper [Change](#)

Payment Options: AutoPay [Change](#)

You will then get redirected to the Paperless Billing Options page. Select the radio button for Paperless Billing with Email notification and click Submit.

Paperless Billing Options (for account [Redacted])

Billing Options

Paperless billing allows you to receive an email notification when your bill is ready to be viewed and paid online.

Email Address: [Redacted] [Update](#)

Current Option: Paper Billing

Billing Option: Paperless Billing with Email Notification Paper Bill

[SUBMIT](#)

I am unable to select the Paperless Bill option in Customer Advantage

Ans. Please contact Pinellas County Utilities Customer Service at 727-464-4000 and report the issue and they will update you once the issue is resolved.

D. My Information Update

15. Can I update my address and phone number from Customer Advantage?

Ans. Yes from the left menu option select 'Update my Info' and select 'My Contact Information'. Provide all the required details and click 'Update'



My Contact Information

Pinellas County Utilities / My Account / My Contact Information

- MY ACCOUNT
- Account Summary
- Billing & Usage
- Payments
- Update My Info
- My Contact Information**
- Profile Information
- Add Account
- Remove Account
- Service Requests
- Log Out

Account Details

Customer Name	Selected Account
Email Address	Service Address
Mailing Address	Account Status
Phone Number	

My Contact Information (for account)

Mailing Address

Please contact PCU Customer Contact Center at 727-464-4000 to update your mailing address for regions outside of the United States or Canada.

Country:

Address Type: Physical PO Box

Unit Number:

House Number*:

Address*:

City*:

State*:

Zip/Postal Code*:

Telephone Numbers Information

Phone Number:

Extension:

Mobile Number:

Once updated, you will see a message on the screen advising this has been updated. An email notification will also be sent out to inform you that the update has been processed.

16. Can I update my e-mail address online?

Ans. Yes, you can update your e-mail address online. From the left menu option select 'Update my Info' and select 'Profile Information'. Enter your new e-mail address and click update.



Profile Information

Pinellas County Utilities / My Account / Profile Information

MY ACCOUNT

- Account Summary
- Billing & Usage
- Payments
- Update My Info
 - My Contact Information
 - Profile Information**
 - Add Account
 - Remove Account
- Service Requests
- Log Out

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Account Details

Customer Name	Selected Account
Email Address	Service Address
Mailing Address	Account Status
Phone Number	

Profile Information

Account Preferences (for account)

Select one of your accounts as your favorite. It will automatically display when you log in. Manage multiple accounts by linking them here. You can remove an account by unlinking it here.

Account Nickname

Make this my Primary account

UPDATE

Profile Email Address

Current Email Address

New Email Address *

Confirm Email Address *

Note: This email address will be used for managing your Web Self-Serve Profile Email. This email address will be used if you select the option to receive eBill Notifications or Reminders.

UPDATE

Once updated, you will see a message on the screen advising this has been updated.

17. I am trying to update my contact information, but when I click submit nothing happens

Ans. Please contact Pinellas County Utilities Customer Service at 727-464-4000 and report this issue and they will update you once the issue is resolved.

E. Multiple Contract Account

18. Can I have multiple accounts in the existing User ID?

Ans. Yes, you can enroll multiple accounts in the same User ID. From the left menu option select 'Update my Info' and select 'Add Account'.

Enter the Account Number and Last Name you want to add in the fields provided and click Add Account.

Select the checkbox if you want to make this the default account. You can also provide a nickname for the account.

Pinellas County UTILITIES

Add Account

Pinellas County Utilities / My Account / Add Account

MY ACCOUNT

- Account Summary
- Billing & Usage
- Payments
- Update My Info
 - My Contact Information
 - Profile Information
 - Add Account**
 - Remove Account
- Service Requests
- Log Out

Account Details

Customer Name Selected Account

Email Address Service Address

Mailing Address Account Status

Phone Number

Add Account

Please enter the details requested below.

Account Number *

Last Name/Company Name *

Account Nickname

Make this my primary account

ADD ACCOUNT

If the system will not allow you to add the account, please contact Pinellas County Utilities Customer Service at 727-464-4000 and report the issue.

19. Can I remove an account already registered on the same User ID?

Ans. Yes, you can remove the account already registered on the same User ID. From the left menu option select '*Update my Info*' and select '*Remove Account*'. Select the account from the drop-down list and click Remove Account button.



Remove Account

Pinellas County Utilities / My Account / Remove Account

MY ACCOUNT

- Account Summary
- Billing & Usage
- Payments
- Update My Info
 - My Contact Information
 - Profile Information
 - Add Account
 - Remove Account**
- Service Requests
- Log Out

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Account Details

Customer Name	Selected Account
Email Address	Service Address
Mailing Address	Account Status
Phone Number	

Remove Account

Select account to remove from your profile.

Removing an account will only remove your access to view this account online. It will not stop services for your Pinellas County Utilities (PCU) account. To request a move out or turn off of services, please go to the Service Requests option in the menu.

Account

REMOVE ACCOUNT

20. How can I view the details of the second account?

Ans. The details of the second account can be viewed by selecting the account number from the drop-down list on the Account Summary page.

Account Details

Customer Name	Selected Account
Email Address	Service Address
Mailing Address	Account Status
Phone Number	

Billing Summary

Previous Balance (billed on) n/a

My Preferences

Billing Options
Payment Options

- 100
- 100
- 100
- 100
- 100
- 100

One-Time

F. Service Orders

21. Is there an option to request a Move-Out from my online account?

Ans. Yes, a move out request can be placed online at anytime it is available to you 24X7. However, the request must be scheduled 24 business hours in advance as we do not offer same day service.

From the left menu option select 'Service Requests', then select 'Move Out Service' confirm, and update your information. Select the reason for move out, enter the closing date and write any special comments you have in the 'Comments' field and Submit.

We may need to ask questions or get clarification before processing your request. Please provide a valid contact number where you can be reached.

Pinellas County Utilities / My Account / Move out

MY ACCOUNT

- Account Summary
- Billing & Usage
- Payments
- Update My Info
- Service Requests
 - Move Out Service
 - Turn On Service
 - Turn Off Service
 - Fixed Due Date
 - Name Change Request
- Log Out

Account Details

Customer Name Selected Account

Email Address Service Address

Mailing Address Account Status

Phone Number

Move Out Request

- If you are the owner, and your property has not yet been sold (no closing date has been scheduled), please close this window and choose the Turn-Off - Disconnection of Service option.
- Please use this form to request a "Move-Out" to disconnect service and close your Utility account.
- If you are the owner, you are still responsible for on-going base charges (even if service is disconnected) until you are no longer the owner of record.
- Note: A property has not officially changed hands until a certificate of title is issued.

Request Details

Reason for Disconnect

Owner: Sold Property

Owner: Sold Property

Tenant: Lease Expired

- The request for Tenant: Lease Expired in advance; we do not offer same day service.
- The request for disconnection of service must be scheduled on a regular business day; we do not provide service on weekends or holidays.
- Click this link to see County holidays: <http://www.pinellascounty.org/holiday.htm>

22. Where can I place a Reconnection of Service request?

Ans. From the left menu option select 'Service Requests' and select 'Turn On Service'. Confirm and update the contact information and provide the reconnection date. Update any special comments in the Comments Field.

We may need to ask questions or get clarification before processing your request. Please provide a valid contact number where you can be reached.

Please use this to request a "Turn-On" only if you previously disconnected your service temporarily and wish to have your service reconnected. If your connection is disconnected due to nonpayment or if there are any past due charges, contact Pinellas County Utilities Customer Service at 727-464-4000.



Turn On Service

Pinellas County Utilities / My Account / Turn On Service

MY ACCOUNT

- Account Summary
- Billing & Usage
- Payments
- Update My Info
- Service Requests
 - Move Out Service
 - Turn On Service**
 - Turn Off Service
 - Fixed Due Date
 - Name Change Request
- Log Out

f t @

Account Details

Customer Name	Selected Account	<input type="text"/>
Email Address	Service Address	
Mailing Address	Account Status	
Phone Number		

If your property has been sold and a closing date is scheduled, please choose "Move Out" option.



Turn-On (Reconnect) Request

Please use this form to request a "Turn-On" if you previously disconnected your service temporarily and wish to have your service reconnected.

- In accordance with approved rates and fees, a service charge will be billed to your next invoice for each separate address you are reconnecting.
- This reconnection request will not be processed if past due charges exist on your account.
- If past due charges exist on your account, please call Customer Services at 727-464-4000.

Request Details

- The request for reconnection of service must be scheduled 24 business hours in advance; we do not offer same day service.
- The request for reconnection of service must be scheduled on a regular business day; we do not provide service on weekends or holidays.
- Click this link to see County holidays: <http://www.pinellascounty.org/holiday.htm>

Reconnect Date *  

Mailing Address

Please contact PCU Customer Service at 727-464-4000 to update your mailing address for regions outside of the United States or Canada.

23. Where can I place a Disconnection of Service request?

Ans. From the left menu option select 'Service Requests' and select 'Turn Off Service' and confirm and update the contact information and provide disconnection date, update any special comments in the Comments Field.

A 'Turn Off Service' should be requested if your property has not been sold, and you wish to temporarily disconnect service. Please choose this option if you are the owner, and your property has not yet been sold (no closing date has been scheduled). If your property has been sold and a closing date is scheduled, please select **Move Out**.

We may need to ask questions or get clarification before processing your request. Please provide a valid contact number where you can be reached.



Turn Off Service

Pinellas County Utilities / My Account / Turn Off Service

- MY ACCOUNT
- Account Summary
- Billing & Usage
- Payments
- Update My Info
- Service Requests
 - Move Out Service
 - Turn On Service
 - Turn Off Service
 - Fixed Due Date
 - Name Change Request
- Log Out

Account Details

Customer Name	Selected Account	<input type="text"/>
Email Address	Service Address	
Mailing Address	Account Status	
Phone Number		

If your property has been sold and a closing date is scheduled, please choose "Move Out" option.

Turn-Off (Disconnect) Request

Please use this form to request a "Turn-Off" if your property has not been sold, and you wish to temporarily disconnect service.

- There is no service charge to disconnect the service. However, a service charge does apply when the service is reconnected, in accordance with the approved rates and fees.
- Base charges continue to bill on your account, even if the water is off and/or the property is vacant.
- You will continue to receive an invoice for base charges while the service is disconnected.

Request Details

Reason for disconnect

Disconnect Date *

- The request for service.
- The request for disconnection of service must be received on a regular business day; we do not provide service on weekends or holidays.
- Click this link to see County holidays: <http://www.pinellascounty.org/holiday.htm>

24. My Name has changed, and I want to update it on the account. Can the name change be processed from Customer Advantage?

Ans. Yes, if your name has changed because of marriage, divorce, death of spouse, legal name changes or being misspelled. All these requests can be placed from Customer Advantage.

From the left menu option select 'Service Requests' and select 'Name Change Request'. Confirm and update the contact information and select the reason from the drop-down list. Provide the full name which you require to appear in the account. We may need to ask questions or get clarification before processing your request. Please provide a valid contact number where you can be reached.

There is no service charge to process a requested name change and the Utility account number will remain the same.



Name Change Request

Pinellas County Utilities / My Account / Name Change Request

Account Details

Customer Name Selected Account

Email Address Service Address

Mailing Address Account Status

Phone Number

Name Change Request

Please use this form to request a name change for your account. There is no service fee for a name change. You will retain the same account number.

Name Change Details

Name Change Reason

Please Select Name Change Reason

- Marriage
- Divorce
- Death of Spouse
- Legal Name Change
- Misspelled
- Please Select Name Change Reason

25. What is Fixed Due Date?

Ans. A Fixed Due Date is an option which allows customers to choose a bill due date which is different than the bill due date assigned by PINELLAS COUNTY UTILITIES. Customers have the option of self managing the Fixed Due Date through the web self-services portal, by speaking with a Customer Service Representative or by completing an application. You must agree to and understand the following policies regarding the Fixed Due Date.

For more information refer to:

<https://www.pinellascounty.org/utilities/fixed-due-date.htm>

26. Where can I enroll for a Fixed Due Date?

Ans. From the left menu option select 'Service Requests' and select 'Fixed Due Date'. Confirm and update the contact information and enter the date you want to fix as your due date, provide the reason for fixing payment date and submit.

We may need to ask questions or get clarification before processing your request. Please provide a contact number where you can be reached.



Fixed Due Date

Pinellas County Utilities / My Account / Fixed Due Date

MY ACCOUNT

- Account Summary
- Billing & Usage
- Payments
- Update My Info
- Service Requests
 - Move Out Service
 - Turn On Service
 - Turn Off Service
 - Fixed Due Date
 - Name Change Request
- Log Out

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Account Details

Customer Name Selected Account

Email Address Service Address

Mailing Address Account Status

Phone Number

Fixed Due Date

Due Date Details

A Fixed Due Date is an option which allows customers to choose a bill due date which is different than the bill due date assigned by PINELLAS COUNTY UTILITIES.

The requested invoice due date must be between the 1st and 28th of the month.

Requested Due Date *

Additional Information

We may need to ask you for a contact number where you can be reached.

Contact Number *

Extension

Please provide a contact number where you

27. What are Bill Inserts?

Ans. Bill Inserts contain the Pinellas County Utilities newsletter and other important information for our customers. From the left menu option select 'Billing & Usage' and select 'View Bill Inserts'.



Bill Inserts

Pinellas County Utilities / My Account / Bill Inserts

MY ACCOUNT

- Account Summary
- Billing & Usage
 - Billing & Usage History
 - Paperless Billing
 - View Bill Inserts
- Payments
- Update My Info
- Service Requests
- Log Out

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Account Details

Customer Name Selected Account

Email Address Service Address

Mailing Address Account Status

Phone Number

Bill Inserts

Select Year

Date	Description	View Insert
January 2020	UTItalk Jan-Mar 2020	View
February 2020	UTItalk Jan-Mar 2020	View
March 2020	UTItalk Jan-Mar 2020	View