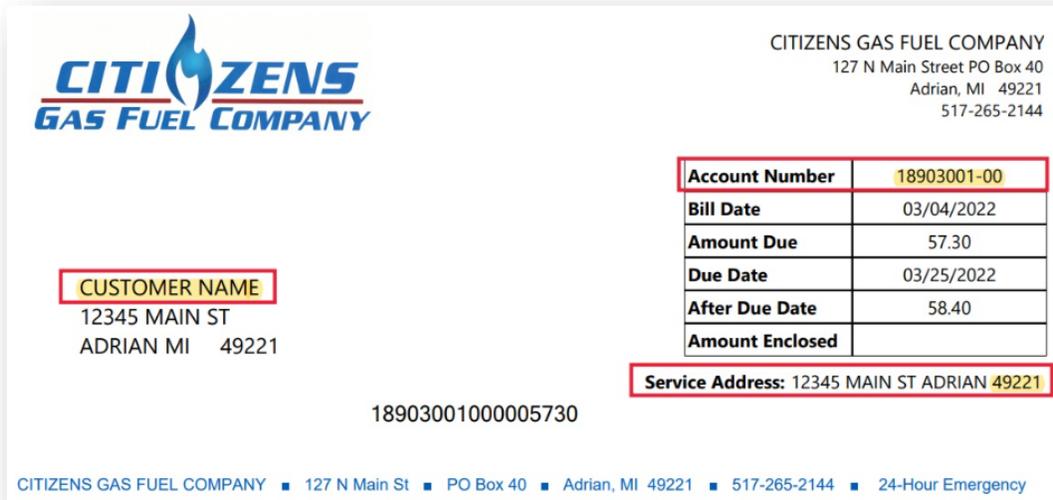


Go to Citizens Gas Fuel Company's Customer Payment Portal

Scan the QR code or use the following link <https://sb.ctz.prod.ncloud.io/app/login.jsp>



You will need your Name, Account Number & Service Address Zip Code to create an account. You can find them on your billing statement as shown below.



**CITIZENS GAS FUEL COMPANY**  
127 N Main Street PO Box 40  
Adrian, MI 49221  
517-265-2144

Account Number	18903001-00
Bill Date	03/04/2022
Amount Due	57.30
Due Date	03/25/2022
After Due Date	58.40
Amount Enclosed	

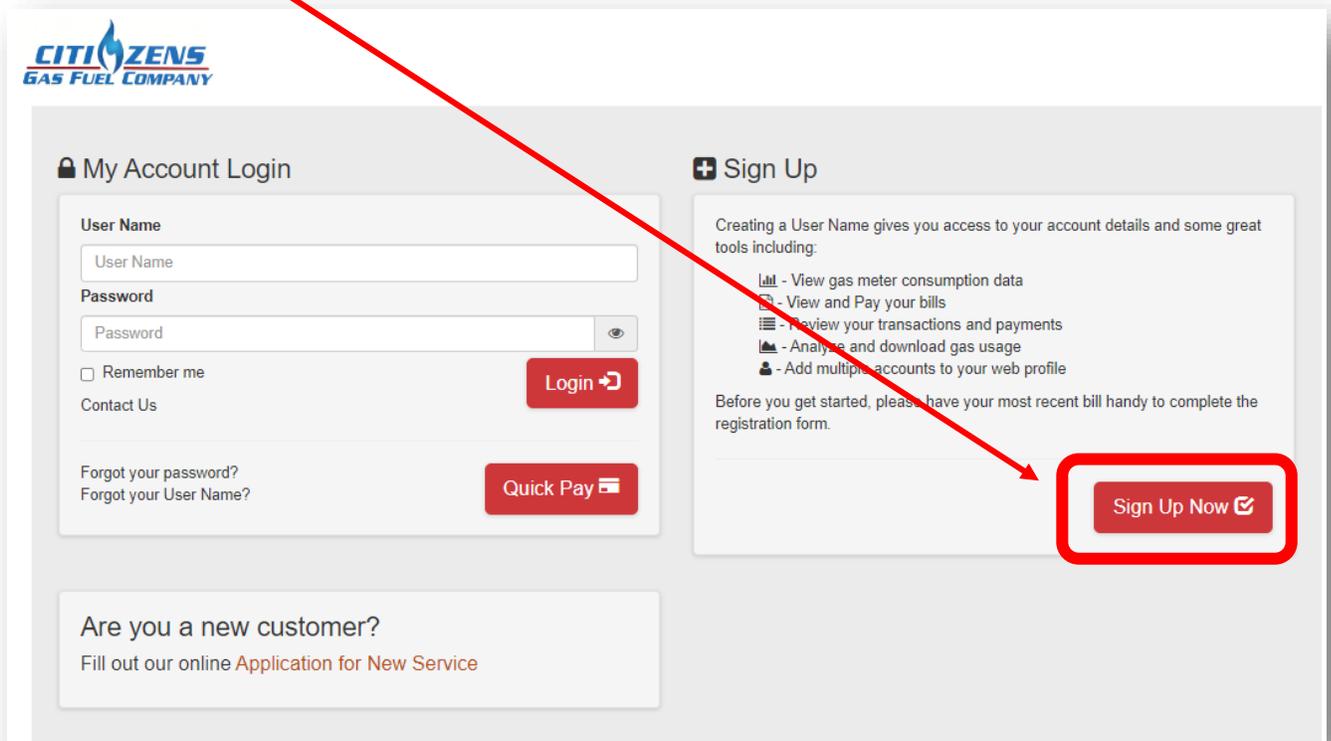
**CUSTOMER NAME**  
12345 MAIN ST  
ADRIAN MI 49221

18903001000005730

**Service Address:** 12345 MAIN ST ADRIAN 49221

CITIZENS GAS FUEL COMPANY ■ 127 N Main St ■ PO Box 40 ■ Adrian, MI 49221 ■ 517-265-2144 ■ 24-Hour Emergency

Click on Sign Up Now



**CITIZENS GAS FUEL COMPANY**

**My Account Login**

User Name  
User Name

Password  
Password

Remember me

Contact Us

Forgot your password?  
Forgot your User Name?

Login

Quick Pay

**Sign Up**

Creating a User Name gives you access to your account details and some great tools including:

- View gas meter consumption data
- View and Pay your bills
- Review your transactions and payments
- Analyze and download gas usage
- Add multiple accounts to your web profile

Before you get started, please have your most recent bill handy to complete the registration form.

Sign Up Now

Are you a new customer?  
Fill out our online [Application for New Service](#)

- Fill in Login Details
- Fill in Personal Details
- Click box to Accept
- Click Sign Up Now



## Web Access Registration

The information provided will only be used for the purpose of registration and not for forwarding unsolicited emails.

### Login Details

\*User Name:

\*Password:

\*Confirm Password:

\*Forgot Password Security Question:

\*Forgot Password Security Answer:

\*Sign-up for Paperless bills?  Yes, I want Paperless  No thanks

\*Email Consent?  Yes, send me E-Mails  No thanks

### Personal Details

\*First Name:

\*Last Name:

\*Email Address:

\*Confirm Email:

Phone Number:  Ext:

Mobile Phone Number:

\*Account Number - See below for sample

\*Service Address Zip Code

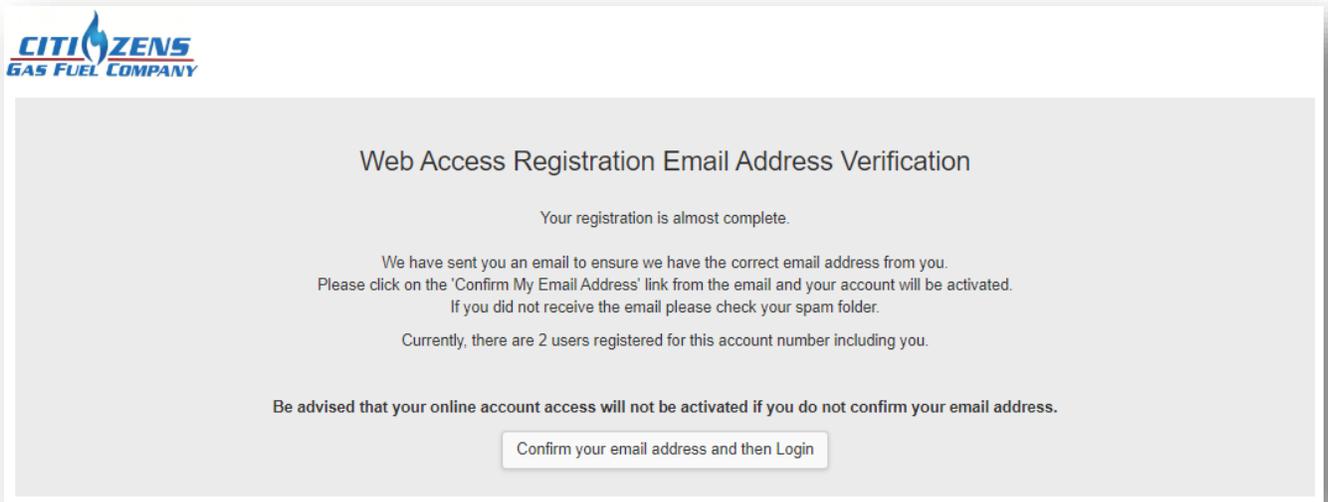
Read and Accept our Terms of Use in order to Register.

Accept

[Sign Up Now](#)

[Return to Login](#)

You will get the message show below



**CITIZENS**  
GAS FUEL COMPANY

### Web Access Registration Email Address Verification

Your registration is almost complete.

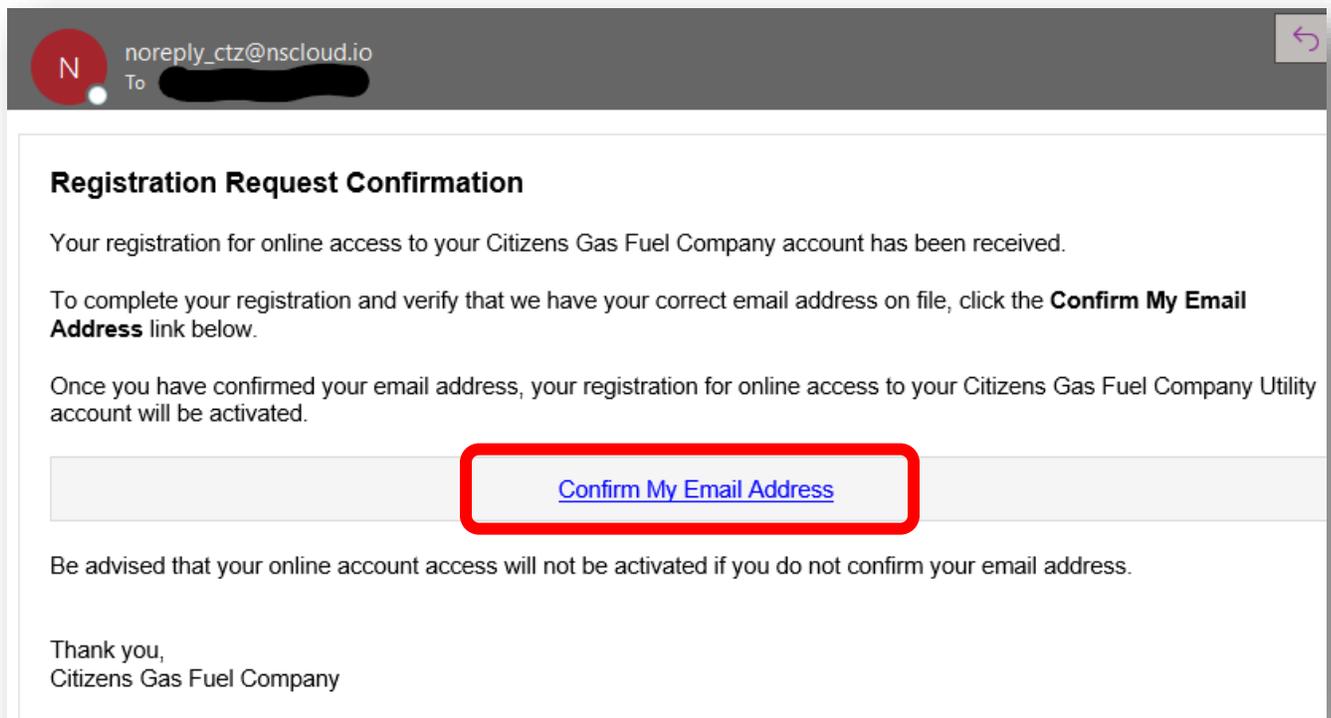
We have sent you an email to ensure we have the correct email address from you.  
Please click on the 'Confirm My Email Address' link from the email and your account will be activated.  
If you did not receive the email please check your spam folder.

Currently, there are 2 users registered for this account number including you.

Be advised that your online account access will not be activated if you do not confirm your email address.

[Confirm your email address and then Login](#)

Check your email for a message from [noreply\\_ctz@nscloud.io](mailto:noreply_ctz@nscloud.io)  
Click on **Confirm My Email Address**



**N** noreply\_ctz@nscloud.io  
To [Redacted]

### Registration Request Confirmation

Your registration for online access to your Citizens Gas Fuel Company account has been received.

To complete your registration and verify that we have your correct email address on file, click the **Confirm My Email Address** link below.

Once you have confirmed your email address, your registration for online access to your Citizens Gas Fuel Company Utility account will be activated.

[Confirm My Email Address](#)

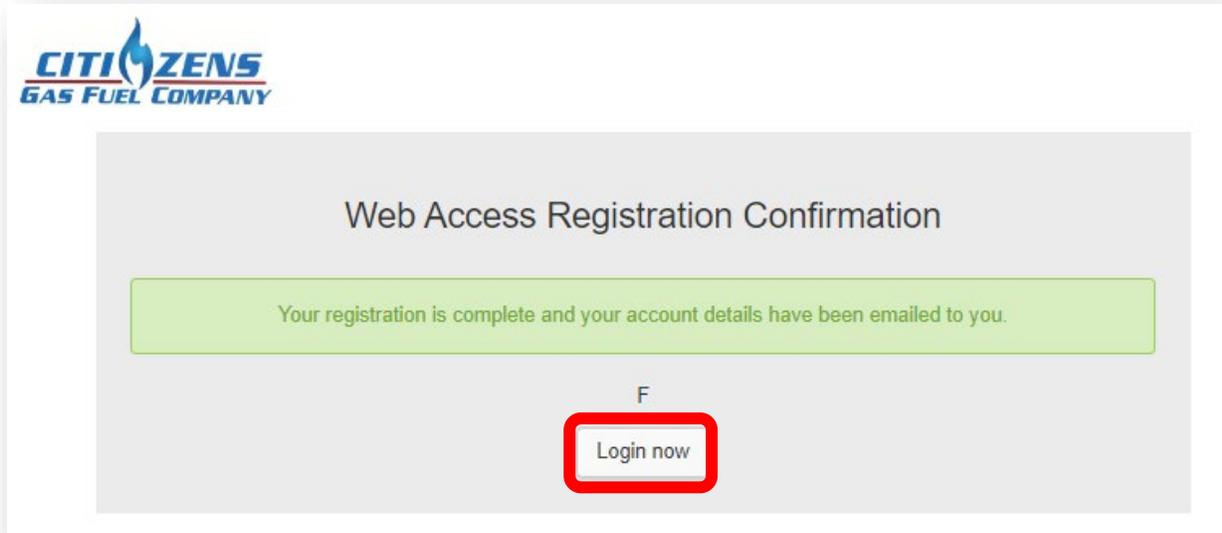
Be advised that your online account access will not be activated if you do not confirm your email address.

Thank you,  
Citizens Gas Fuel Company

You will get a confirmation on the Customer Portal as show below

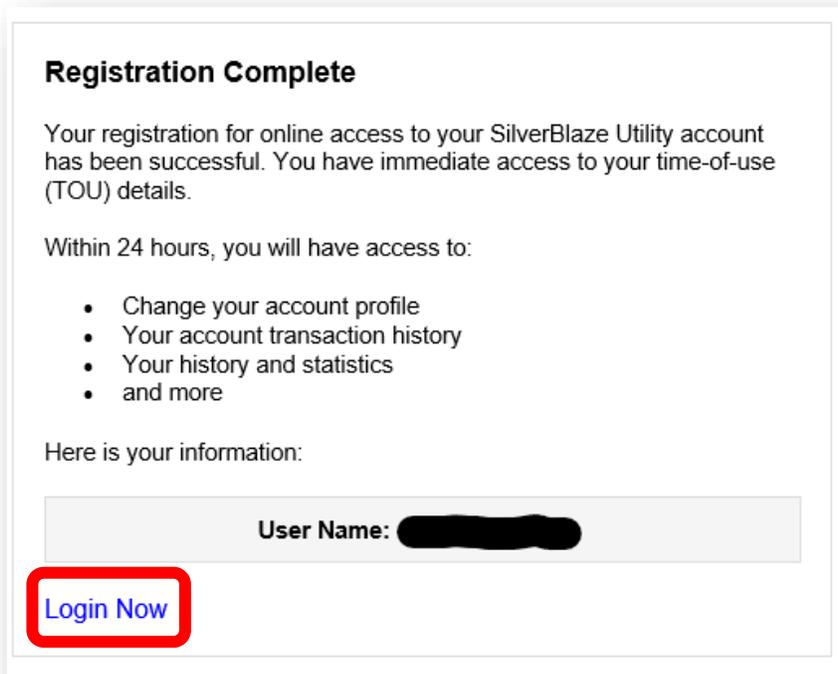
Click Login now

Use the User Name and Password you just created to sign in



You will also get an email conformation as shown below

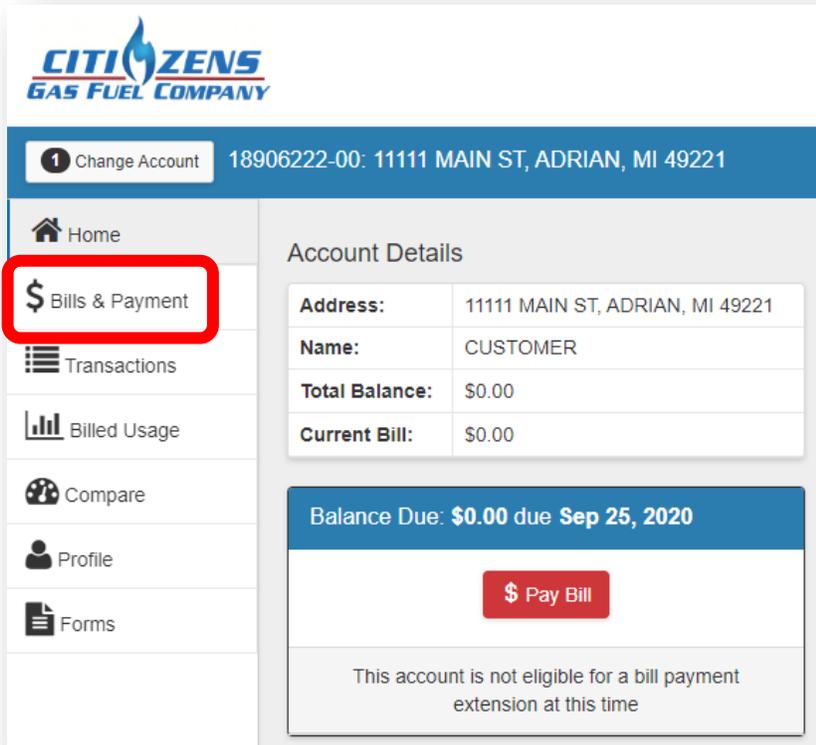
You can also click Login Now to open the Customer Portal



Log into your account on Citizens Gas Fuel Company's Customer Payment Portal  
Scan the QR code or use the following link <https://sb.ctz.prod.ncloud.io/app/login.jsp>



Click on Bills & Payment



**CITIZENS GAS FUEL COMPANY**

1 Change Account 18906222-00: 11111 MAIN ST, ADRIAN, MI 49221

- Home
- \$ Bills & Payment**
- Transactions
- Billed Usage
- Compare
- Profile
- Forms

Account Details

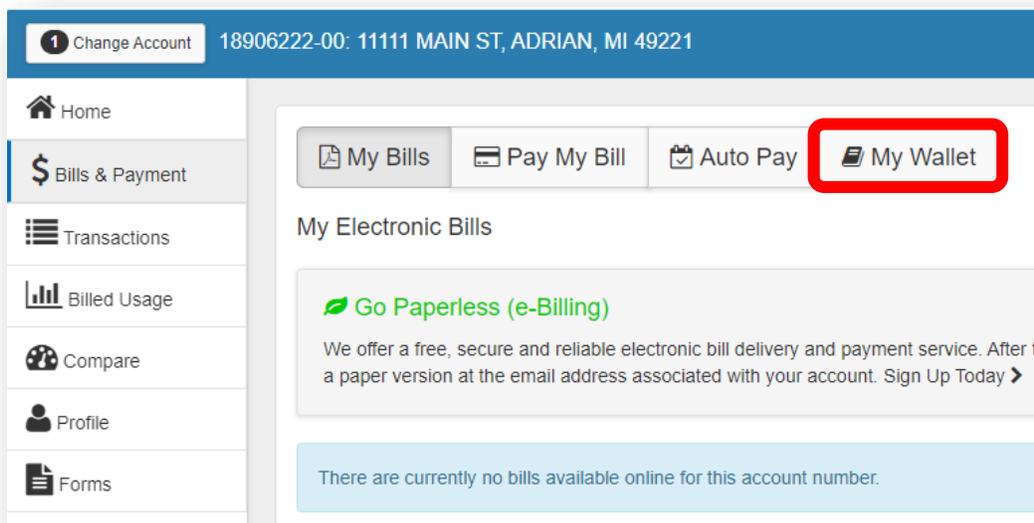
Address:	11111 MAIN ST, ADRIAN, MI 49221
Name:	CUSTOMER
Total Balance:	\$0.00
Current Bill:	\$0.00

Balance Due: **\$0.00 due Sep 25, 2020**

[\\$ Pay Bill](#)

This account is not eligible for a bill payment extension at this time

Click on My Wallet



1 Change Account 18906222-00: 11111 MAIN ST, ADRIAN, MI 49221

- Home
- \$ Bills & Payment**
- Transactions
- Billed Usage
- Compare
- Profile
- Forms

My Bills   Pay My Bill   Auto Pay   **My Wallet**

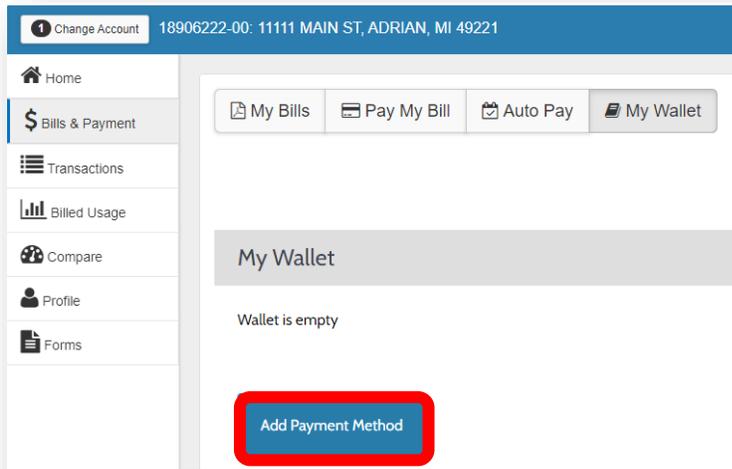
My Electronic Bills

[Go Paperless \(e-Billing\)](#)

We offer a free, secure and reliable electronic bill delivery and payment service. After the first bill, you will receive a paper version at the email address associated with your account. Sign Up Today >

There are currently no bills available online for this account number.

Click on Add Payment Method

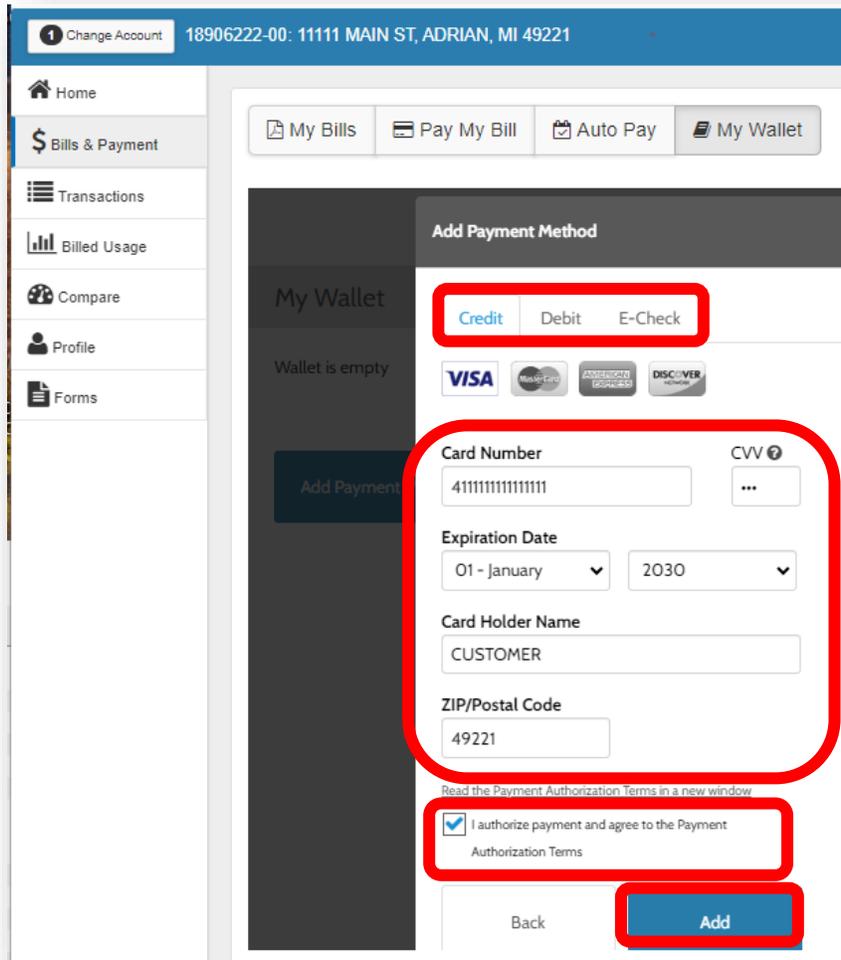


Select Payment Method (Credit, Debit or E-Check)

Fill in required information

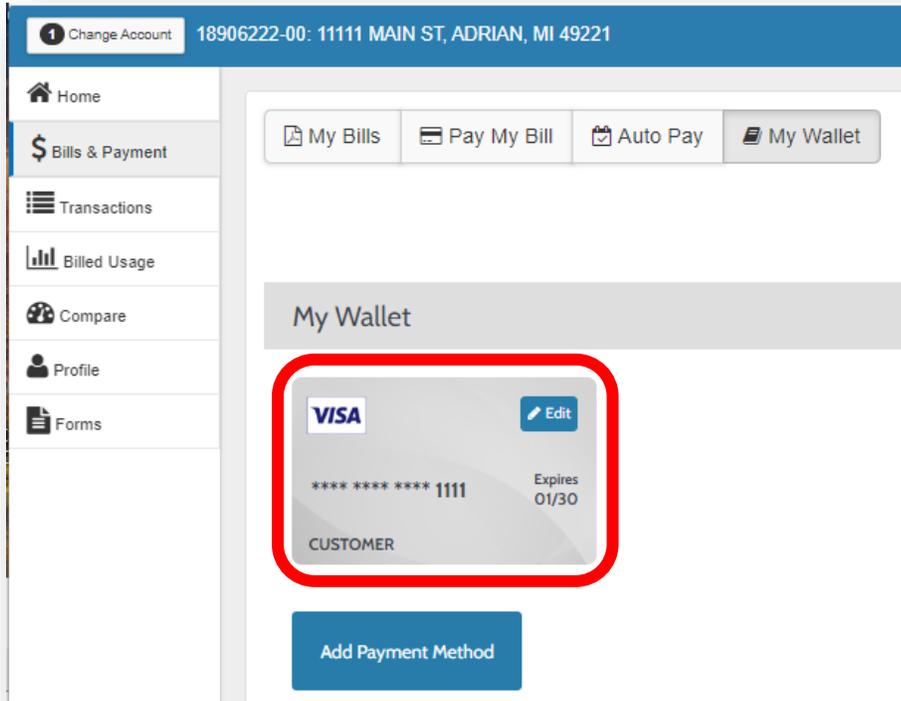
Check box to Authorize

Click Add

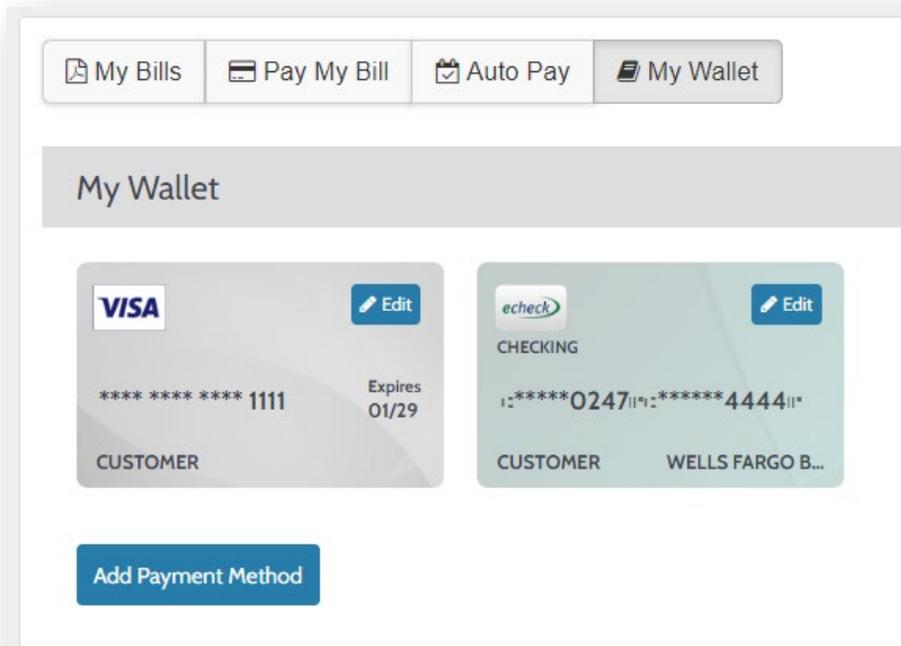


Your card/check information will be displayed

**NOTE:** Your card/check information will stay in My Wallet until you delete it.  
You may add more than one payment method by clicking Add Payment Method again.



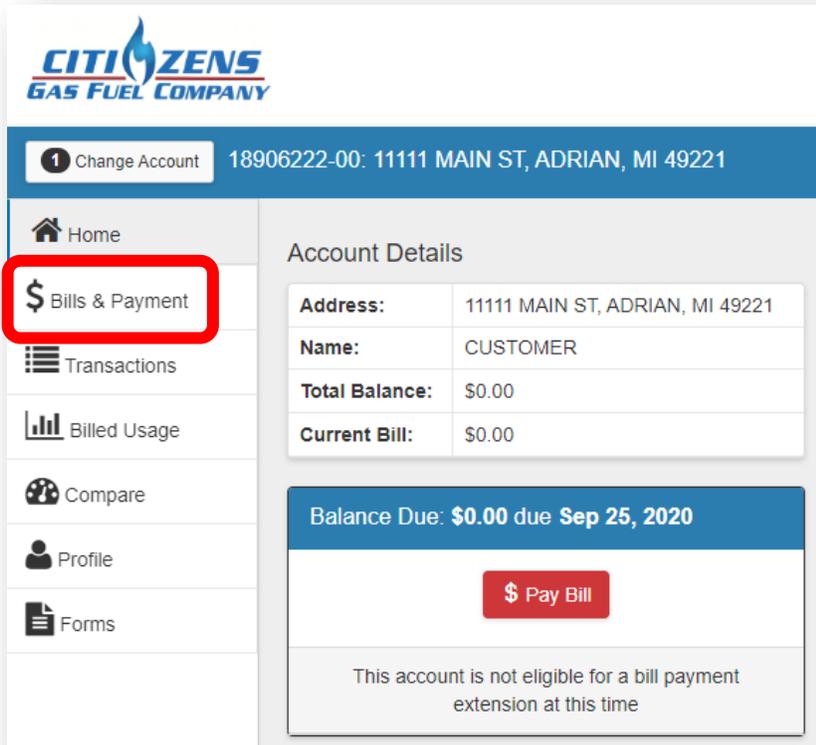
Example of two payment methods in My Wallet



Log into your account on Citizens Gas Fuel Company's Customer Payment Portal  
Scan the QR code or use the following link <https://sb.ctz.prod.ncloud.io/app/login.jsp>



## Click on Bills & Payment



**CITIZENS GAS FUEL COMPANY**

1 Change Account 18906222-00: 11111 MAIN ST, ADRIAN, MI 49221

- Home
- \$ Bills & Payment**
- Transactions
- Billed Usage
- Compare
- Profile
- Forms

Account Details

Address:	11111 MAIN ST, ADRIAN, MI 49221
Name:	CUSTOMER
Total Balance:	\$0.00
Current Bill:	\$0.00

Balance Due: **\$0.00 due Sep 25, 2020**

[\\$ Pay Bill](#)

This account is not eligible for a bill payment extension at this time

## Click on My Wallet



1 Change Account 18906222-00: 11111 MAIN ST, ADRIAN, MI 49221

- Home
- \$ Bills & Payment**
- Transactions
- Billed Usage
- Compare
- Profile
- Forms

My Bills   Pay My Bill   Auto Pay   **My Wallet**

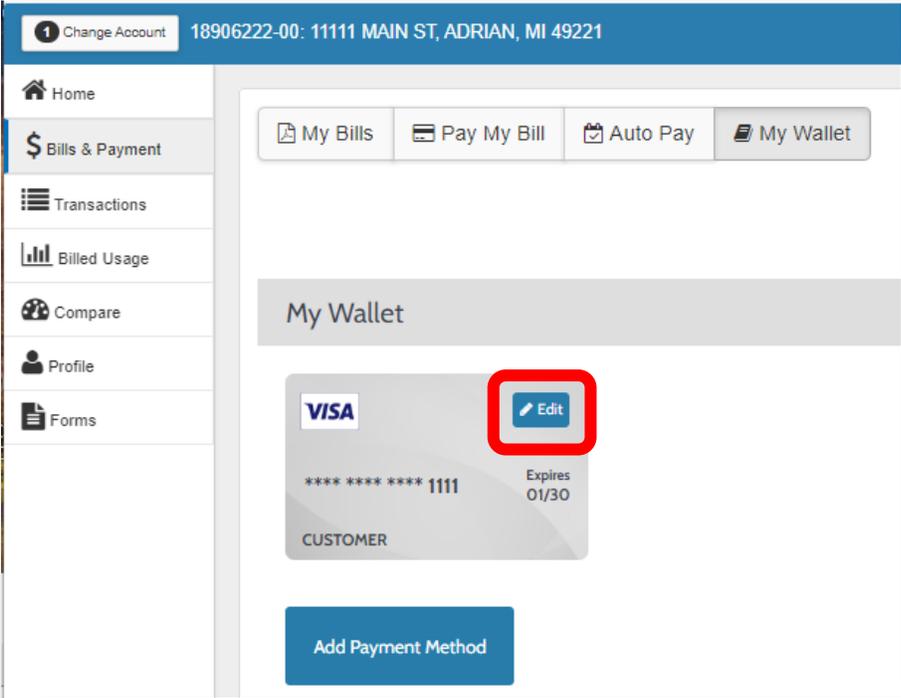
My Electronic Bills

[Go Paperless \(e-Billing\)](#)

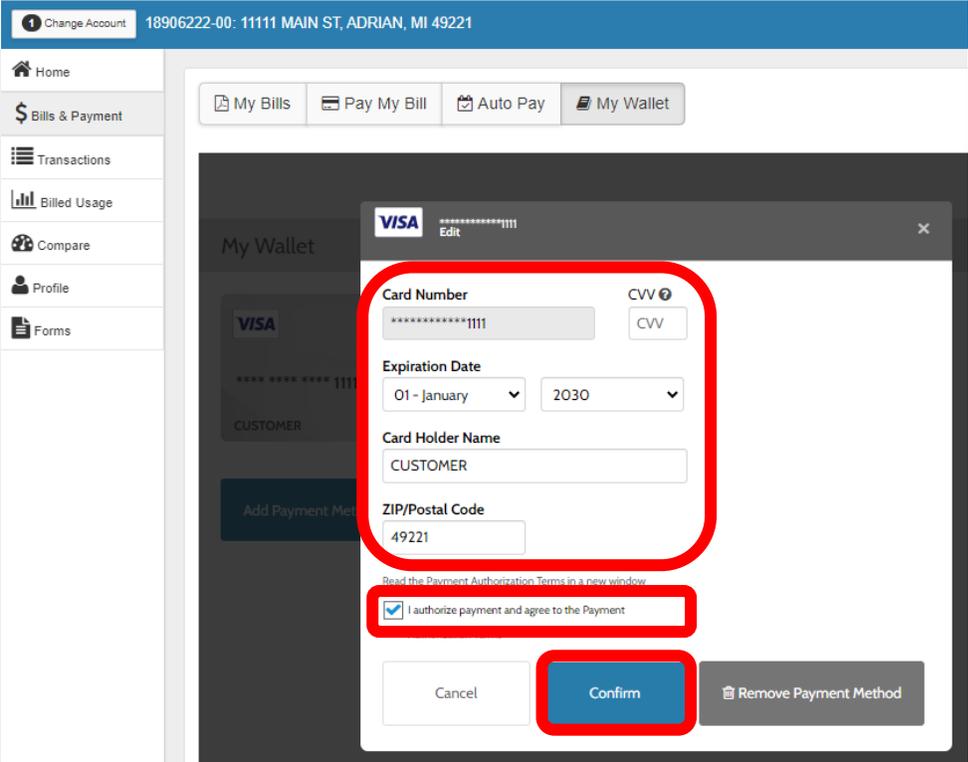
We offer a free, secure and reliable electronic bill delivery and payment service. After the first bill, you will receive a paper version at the email address associated with your account. Sign Up Today >

There are currently no bills available online for this account number.

Click Edit on the Payment Method you want to Update



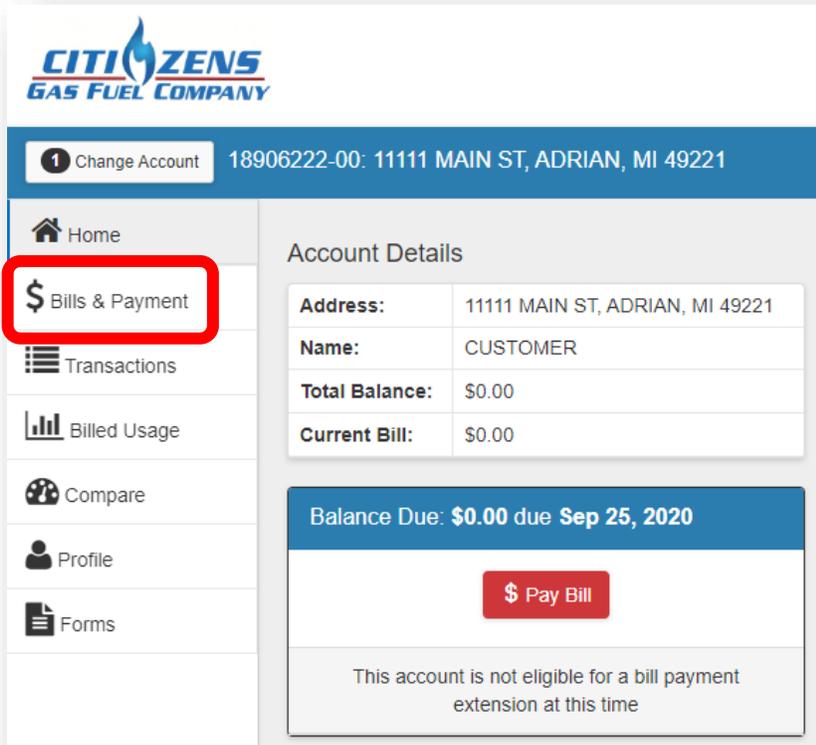
Update information  
Check box to Authorize  
Click Confirm



Log into your account on Citizens Gas Fuel Company's Customer Payment Portal  
Scan the QR code or use the following link <https://sb.ctz.prod.nscloud.io/app/login.jsp>



## Click on Bills & Payment



**CITIZENS GAS FUEL COMPANY**

1 Change Account 18906222-00: 11111 MAIN ST, ADRIAN, MI 49221

- Home
- \$ Bills & Payment**
- Transactions
- Billed Usage
- Compare
- Profile
- Forms

**Account Details**

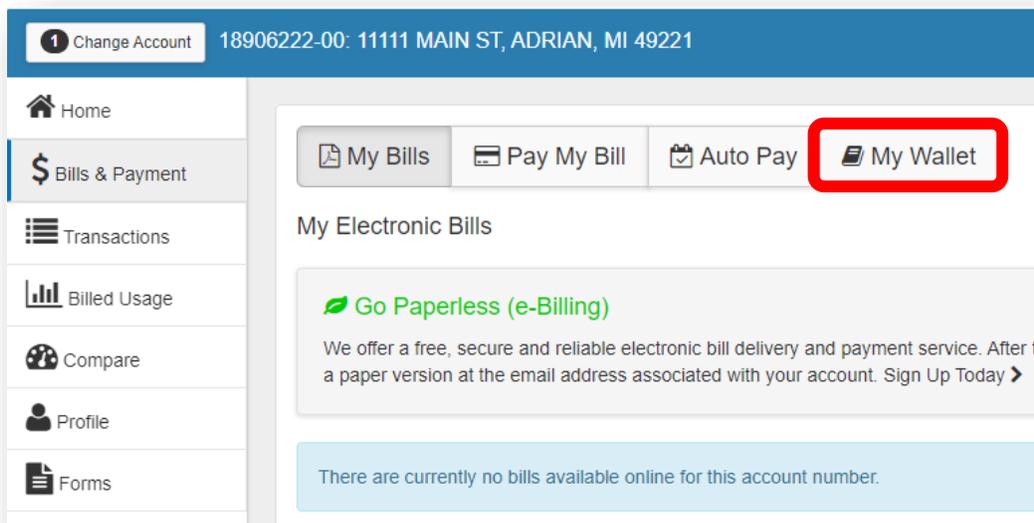
<b>Address:</b>	11111 MAIN ST, ADRIAN, MI 49221
<b>Name:</b>	CUSTOMER
<b>Total Balance:</b>	\$0.00
<b>Current Bill:</b>	\$0.00

**Balance Due: \$0.00 due Sep 25, 2020**

[\\$ Pay Bill](#)

This account is not eligible for a bill payment extension at this time

## Click on My Wallet



1 Change Account 18906222-00: 11111 MAIN ST, ADRIAN, MI 49221

- Home
- \$ Bills & Payment
- Transactions
- Billed Usage
- Compare
- Profile
- Forms

[My Bills](#) [Pay My Bill](#) [Auto Pay](#) **[My Wallet](#)**

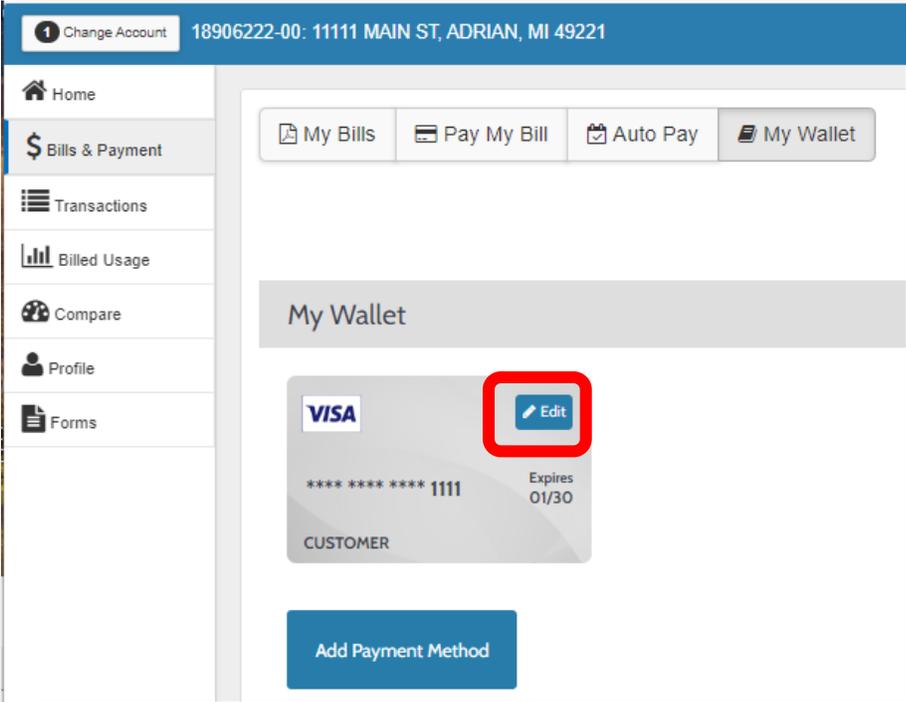
**My Electronic Bills**

[Go Paperless \(e-Billing\)](#)

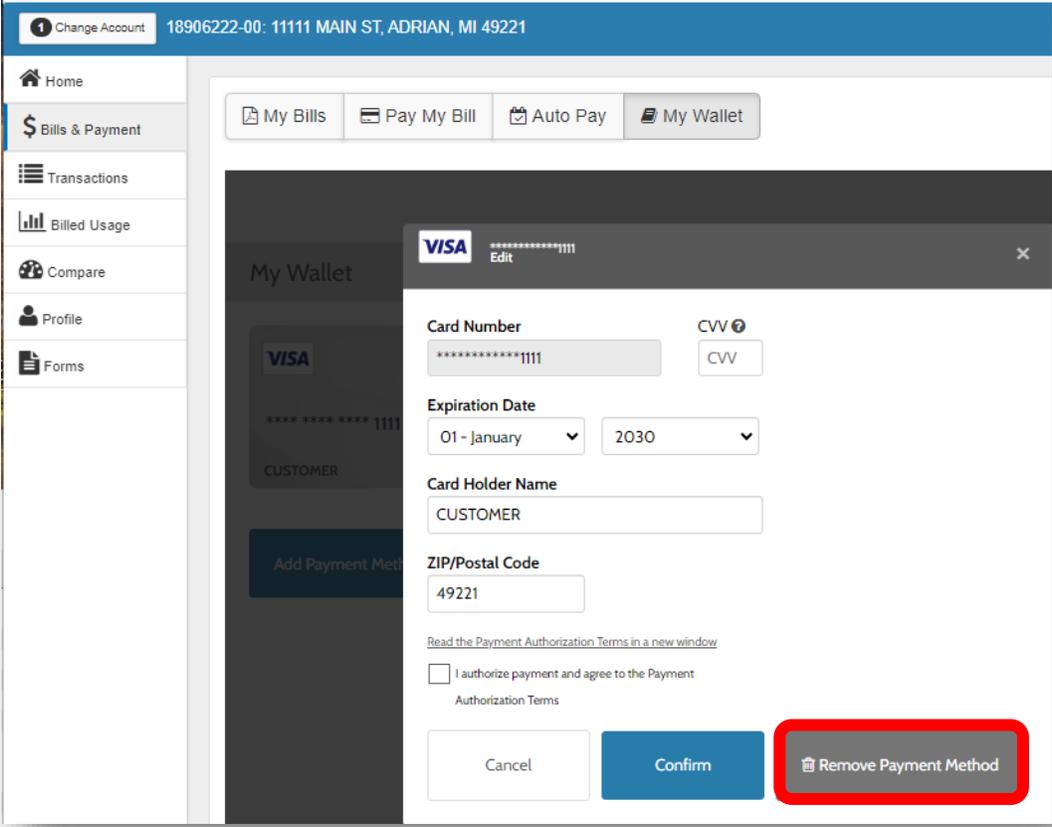
We offer a free, secure and reliable electronic bill delivery and payment service. After the first bill, you will receive a paper version at the email address associated with your account. [Sign Up Today >](#)

There are currently no bills available online for this account number.

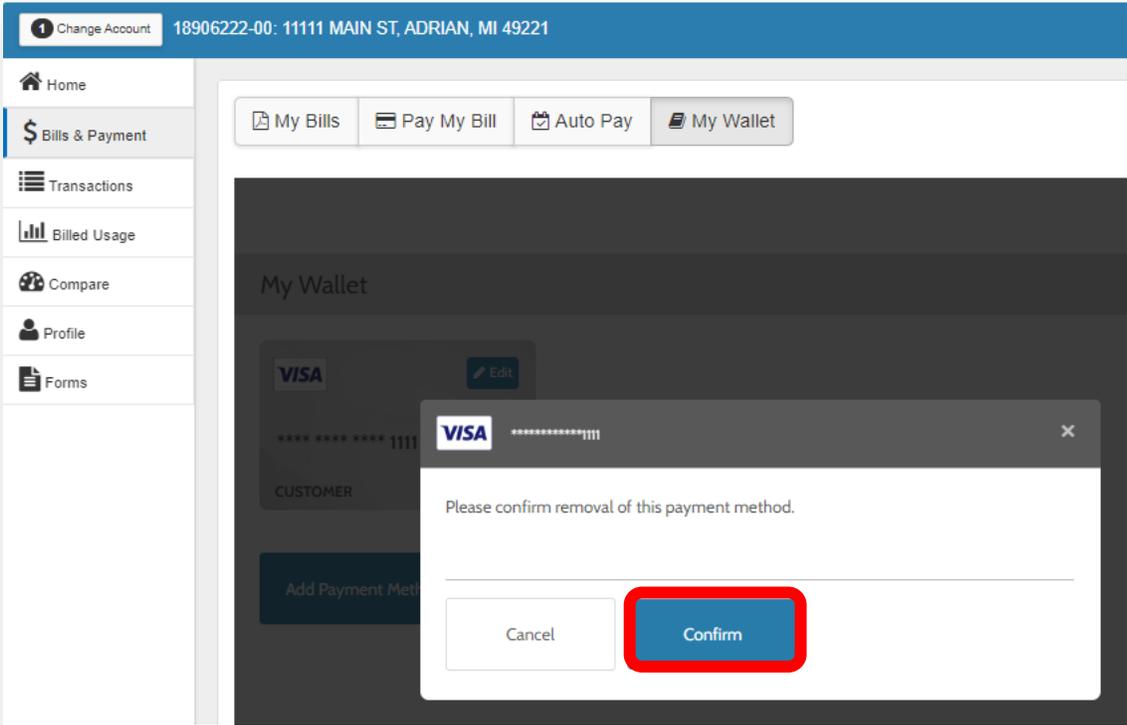
Click Edit on the Payment Method you want to Delete



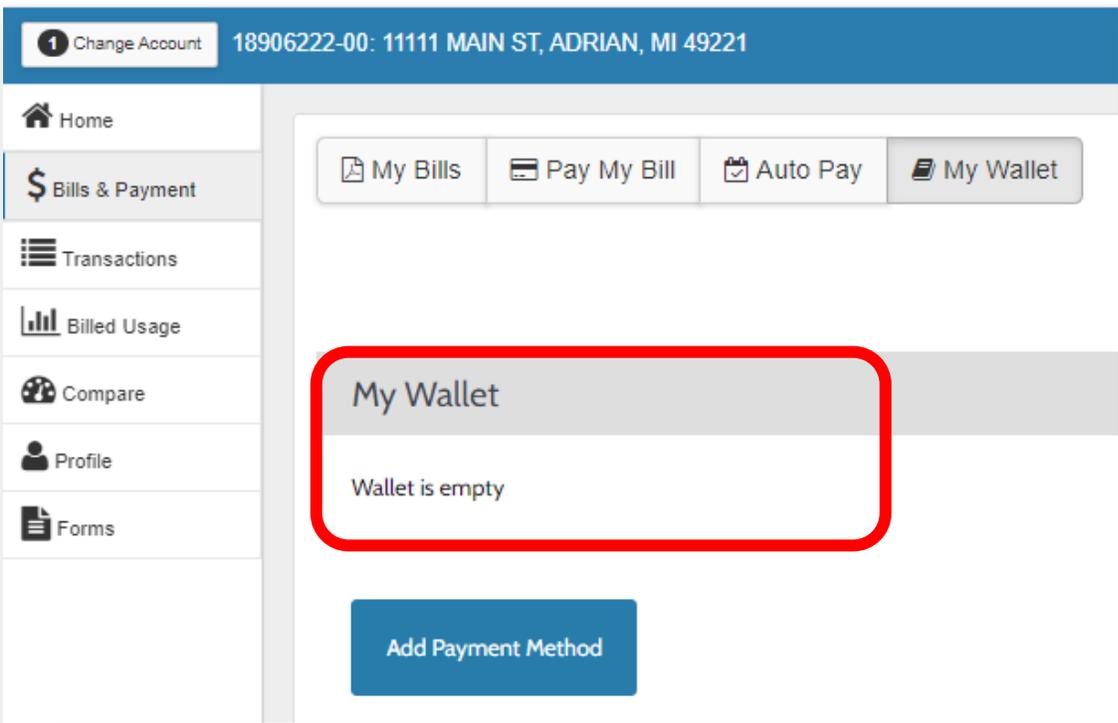
Click on Remove Payment Method



Click Confirm



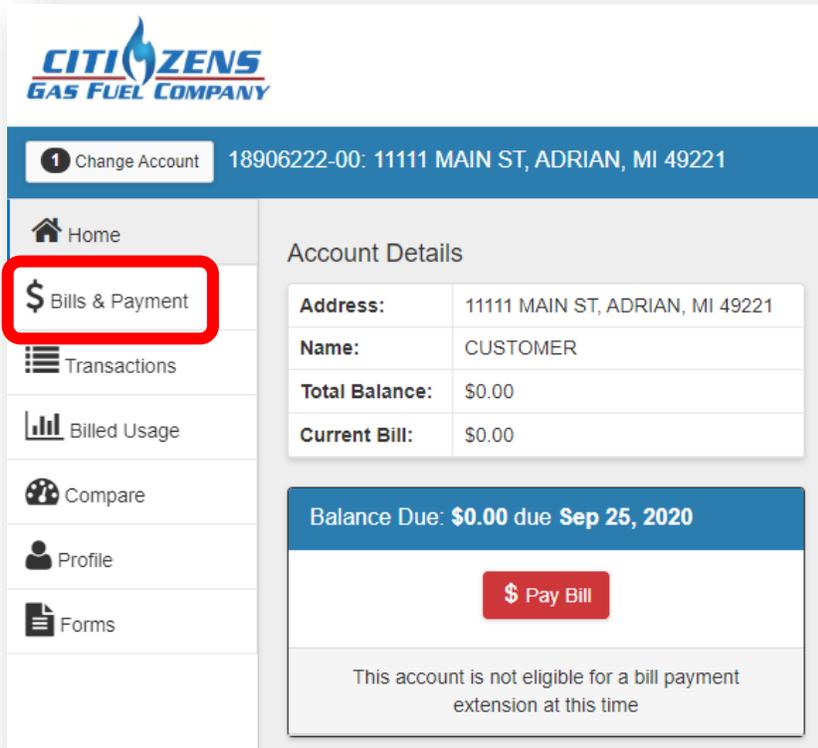
Your Payment Method was removed



Log into your account on Citizens Gas Fuel Company's Customer Payment Portal  
Scan the QR code or use the following link <https://sb.ctz.prod.nscloud.io/app/login.jsp>



Click on Bills & Payment



**CITIZENS GAS FUEL COMPANY**

1 Change Account 18906222-00: 11111 MAIN ST, ADRIAN, MI 49221

- Home
- \$ Bills & Payment**
- Transactions
- Billed Usage
- Compare
- Profile
- Forms

Account Details

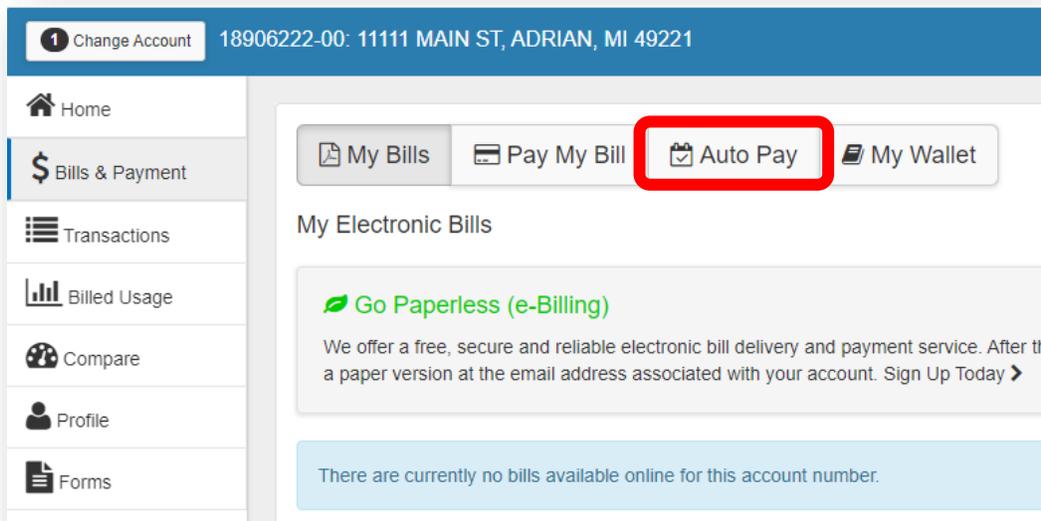
Address:	11111 MAIN ST, ADRIAN, MI 49221
Name:	CUSTOMER
Total Balance:	\$0.00
Current Bill:	\$0.00

Balance Due: \$0.00 due Sep 25, 2020

[\\$ Pay Bill](#)

This account is not eligible for a bill payment extension at this time

Click on Auto Pay



1 Change Account 18906222-00: 11111 MAIN ST, ADRIAN, MI 49221

- Home
- \$ Bills & Payment**
- Transactions
- Billed Usage
- Compare
- Profile
- Forms

My Bills Pay My Bill **Auto Pay** My Wallet

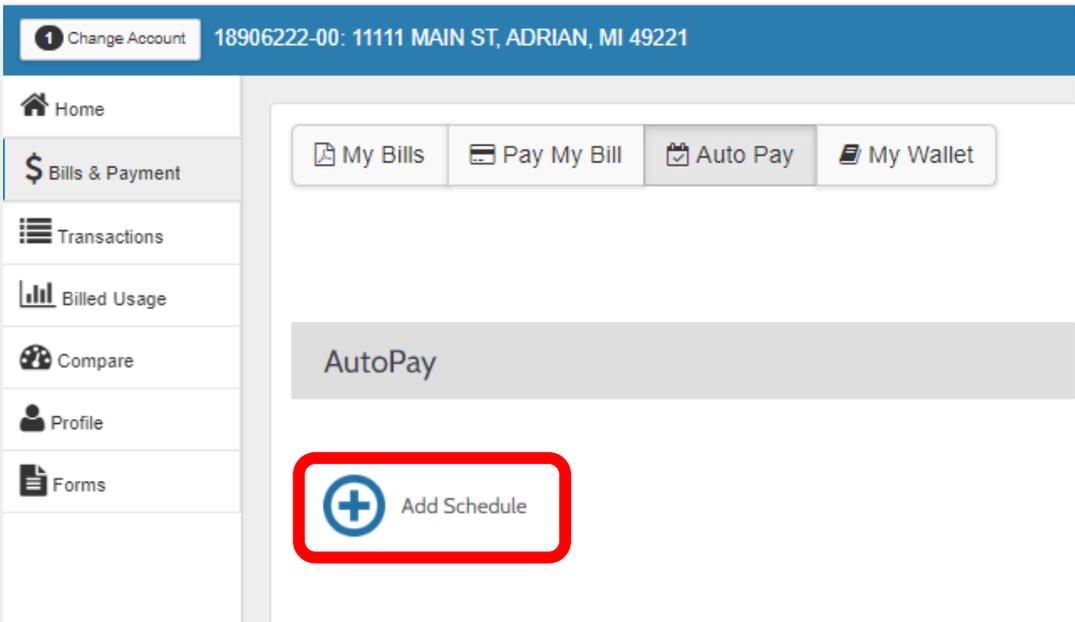
My Electronic Bills

[Go Paperless \(e-Billing\)](#)

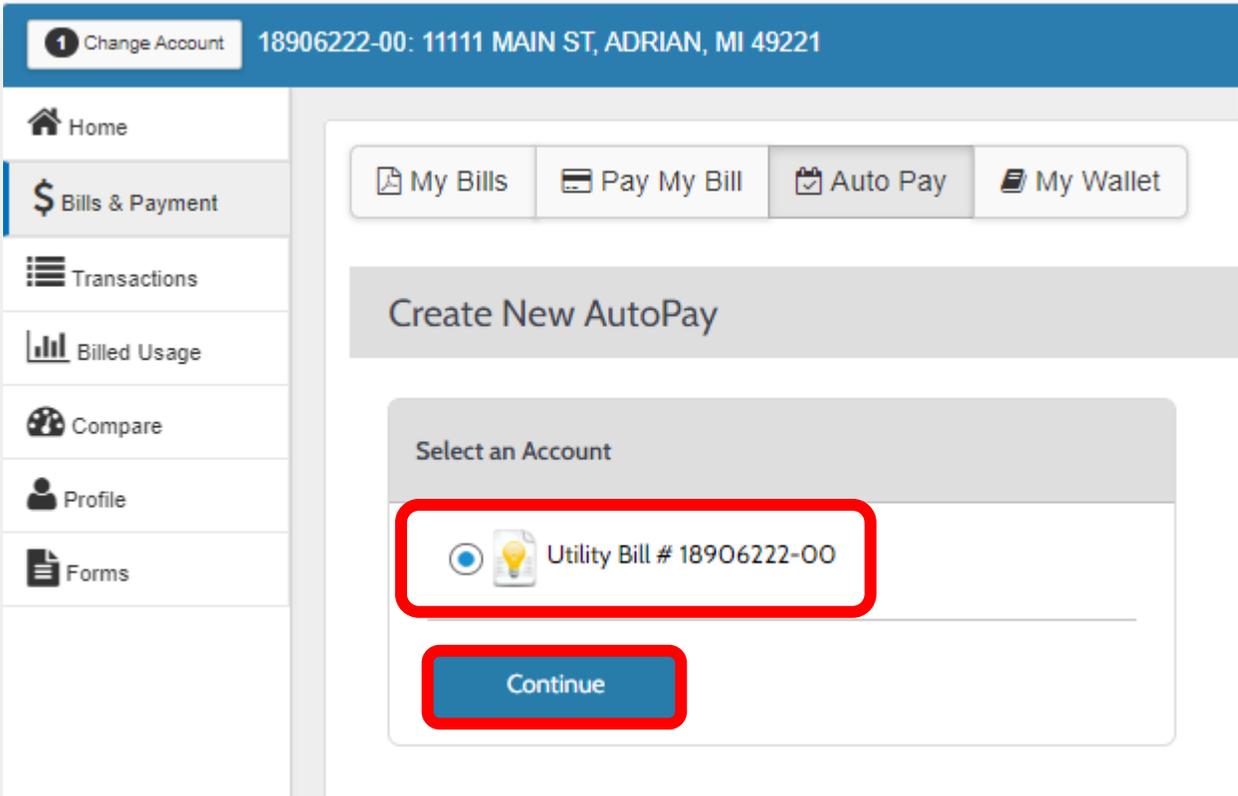
We offer a free, secure and reliable electronic bill delivery and payment service. After the first bill, you will receive a paper version at the email address associated with your account. Sign Up Today >

There are currently no bills available online for this account number.

Click on +Add Schedule



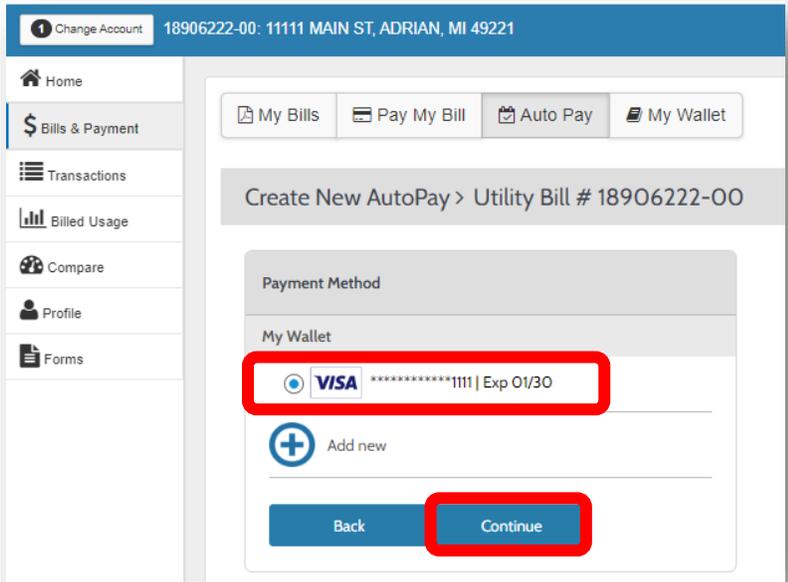
Your Utility Bill account number will be selected  
Click Continue



Select Payment Method you want to use

\*If no Payment Method is available, click  to add a Payment Method

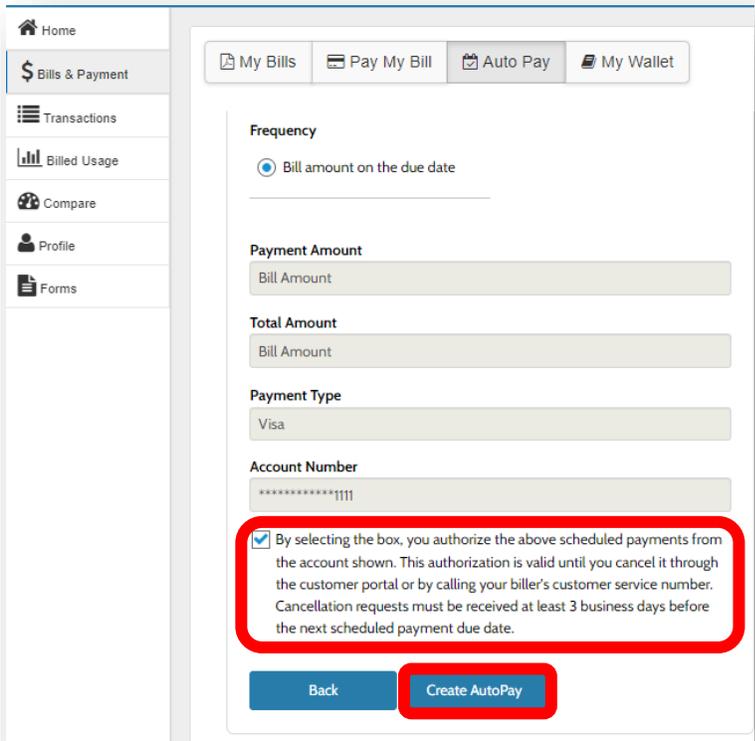
Click Continue



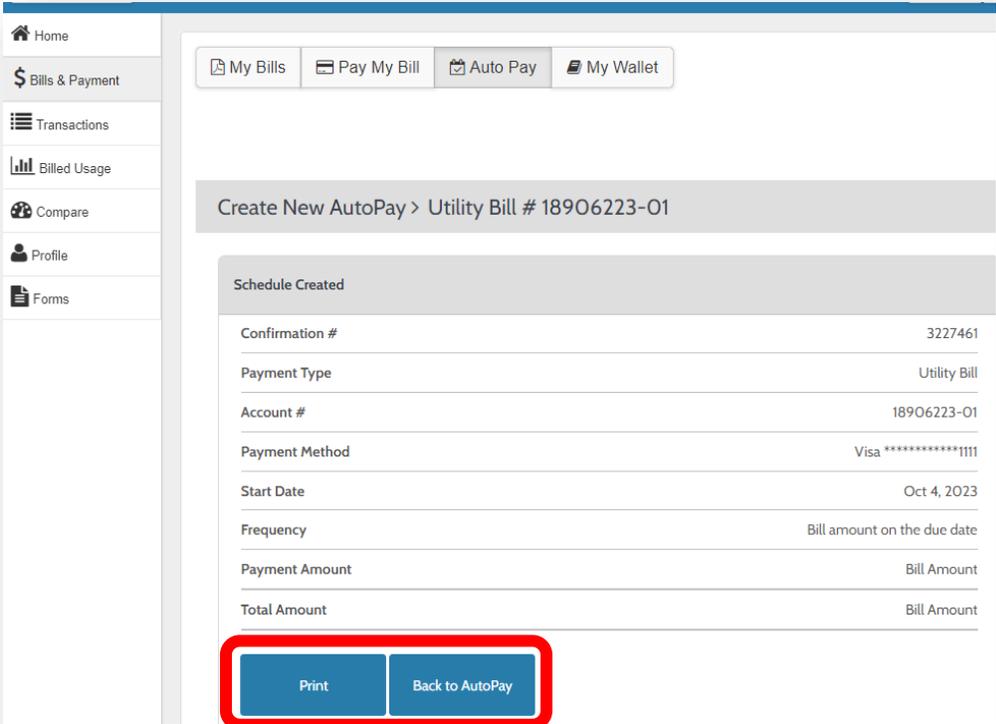
Review Payment Details

Check Authorization Box

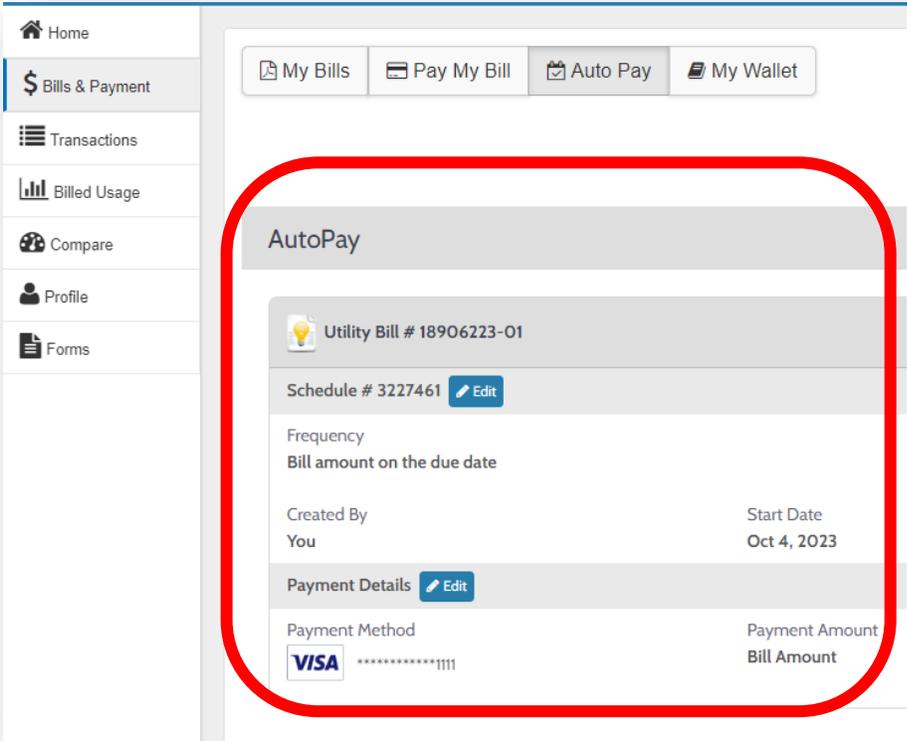
Click Create Auto Pay



You will see the Auto Pay information you just set up  
Click Print if you would like a copy  
Click Back to AutoPay



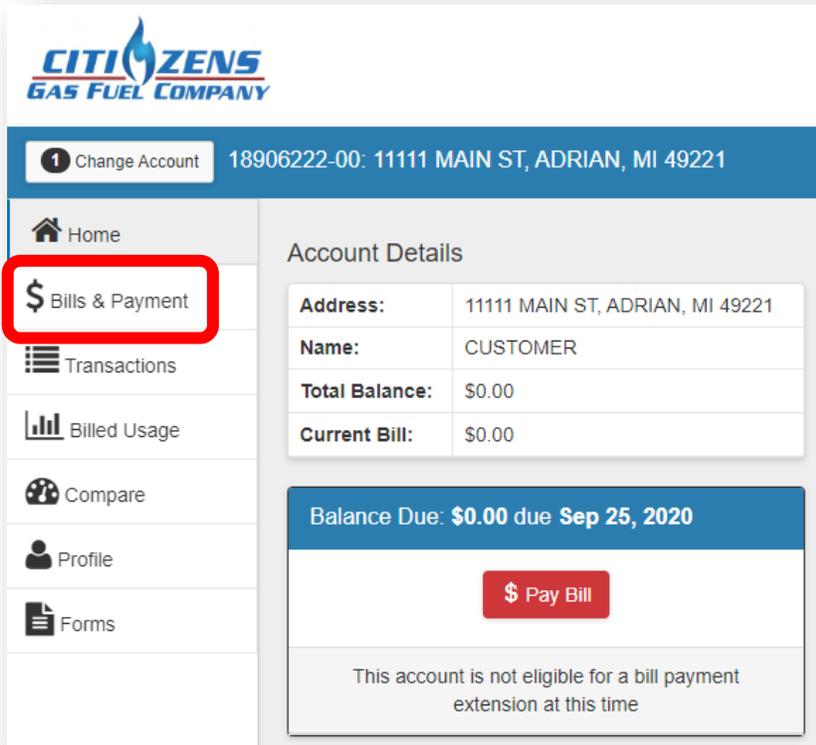
You can see your Auto Pay set up here



Log into your account on Citizens Gas Fuel Company's Customer Payment Portal  
Scan the QR code or use the following link <https://sb.ctz.prod.ncloud.io/app/login.jsp>



## Click on Bills & Payment



**CITIZENS GAS FUEL COMPANY**

1 Change Account 18906222-00: 11111 MAIN ST, ADRIAN, MI 49221

- Home
- \$ Bills & Payment**
- Transactions
- Billed Usage
- Compare
- Profile
- Forms

Account Details

Address:	11111 MAIN ST, ADRIAN, MI 49221
Name:	CUSTOMER
Total Balance:	\$0.00
Current Bill:	\$0.00

Balance Due: **\$0.00 due Sep 25, 2020**

[\\$ Pay Bill](#)

This account is not eligible for a bill payment extension at this time

## Click on Auto Pay



1 Change Account 18906222-00: 11111 MAIN ST, ADRIAN, MI 49221

- Home
- \$ Bills & Payment**
- Transactions
- Billed Usage
- Compare
- Profile
- Forms

My Bills   Pay My Bill   **Auto Pay**   My Wallet

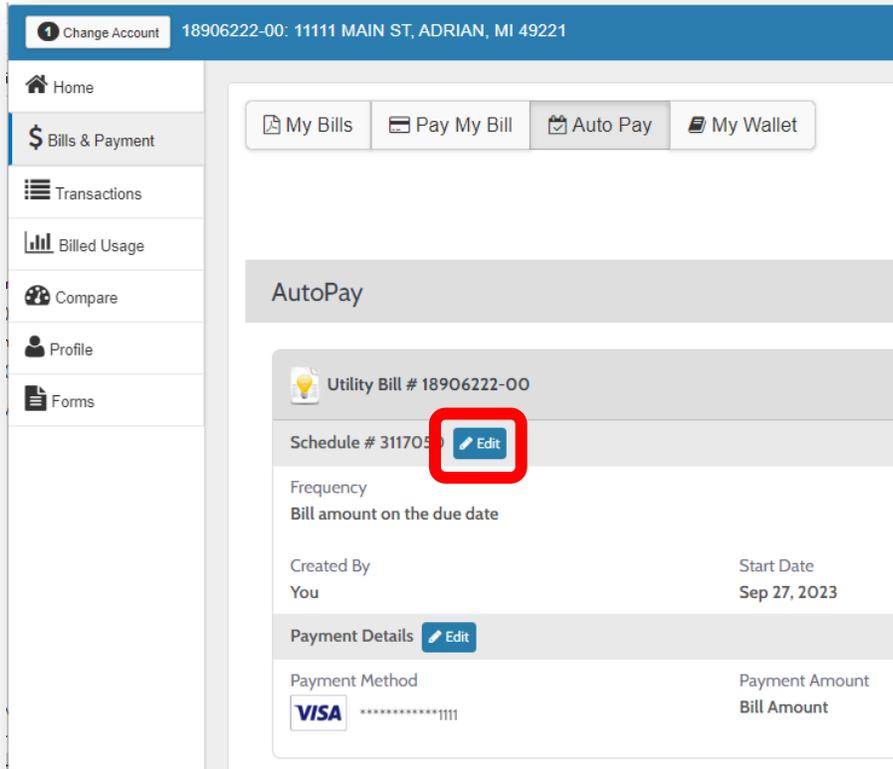
My Electronic Bills

**Go Paperless (e-Billing)**

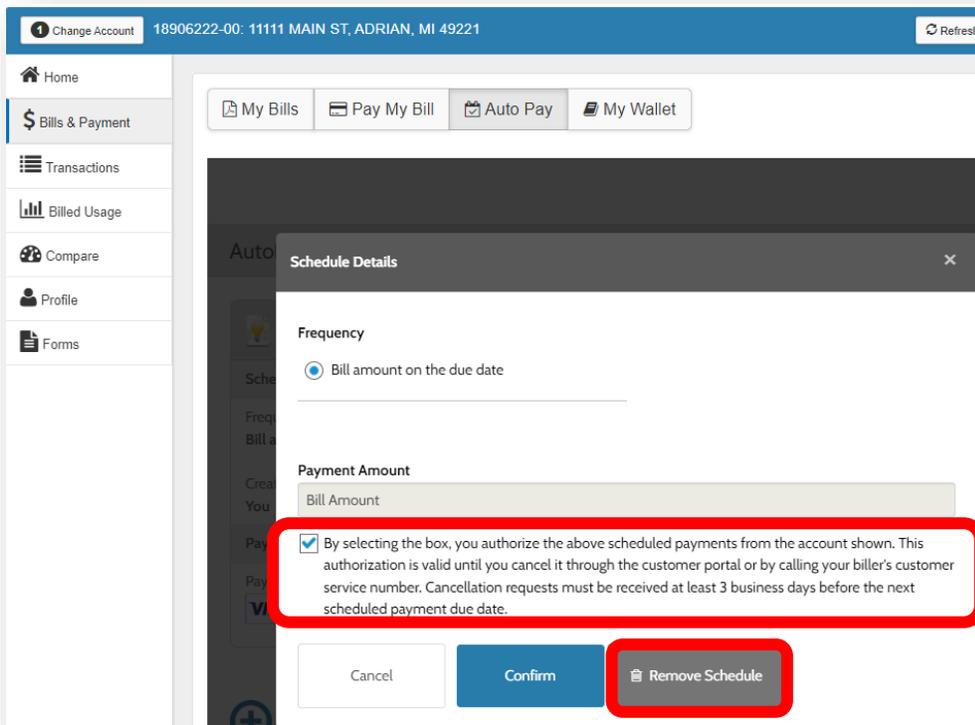
We offer a free, secure and reliable electronic bill delivery and payment service. After the bill is generated, you will receive a paper version at the email address associated with your account. [Sign Up Today >](#)

There are currently no bills available online for this account number.

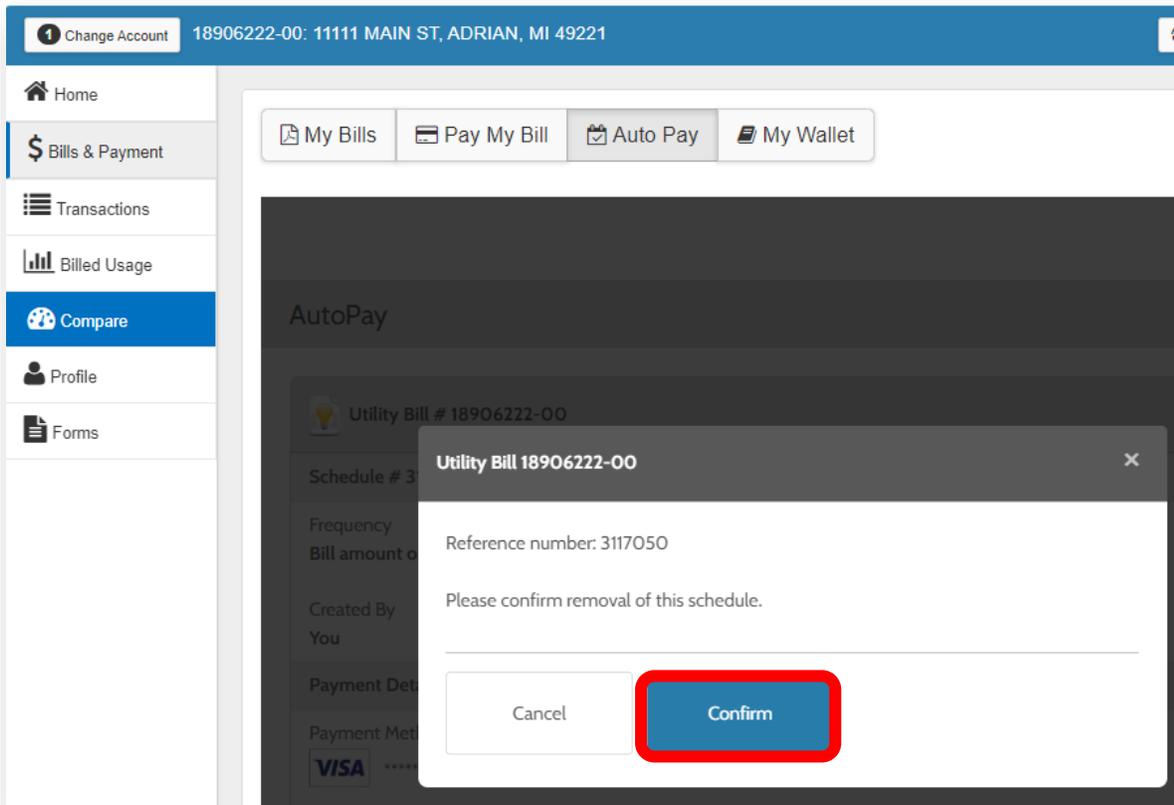
Click on Edit



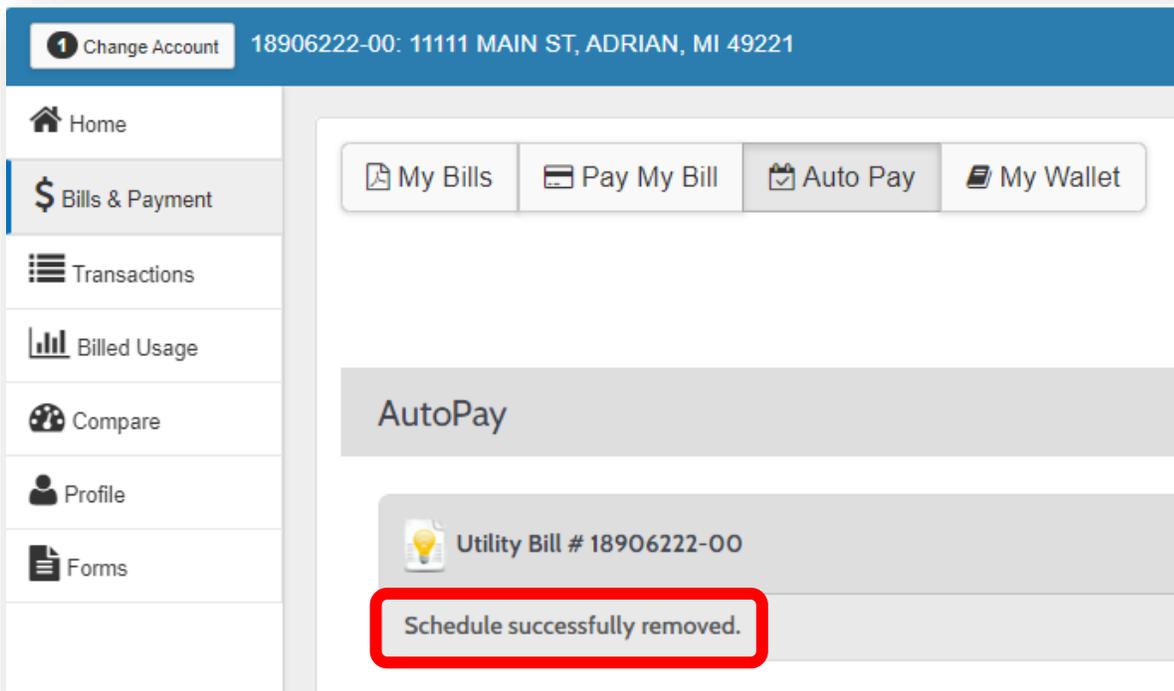
Check Authorization box  
Click Remove Schedule



## Click Confirm



## Will show Schedule successfully removed



You can link multiple accounts to one Online Profile (Username)

**\*Payment methods set up in "My Wallet" are shared between multiple accounts**

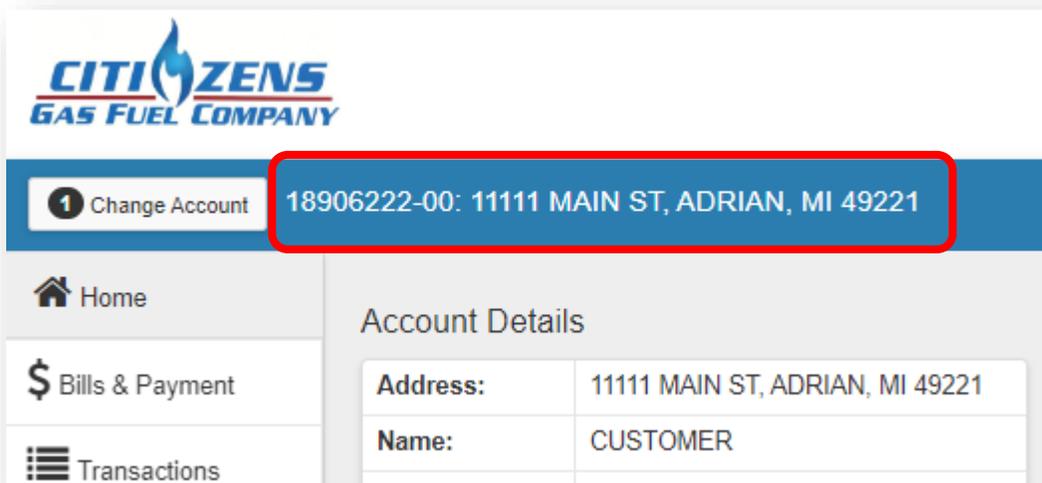
**\*You will need to select each account separately to view, make a payment or set up auto pay**

Log into your account on Citizens Gas Fuel Company's Customer Payment Portal  
Scan the QR code or use the following link <https://sb.ctz.prod.nscloud.io/app/login.jsp>

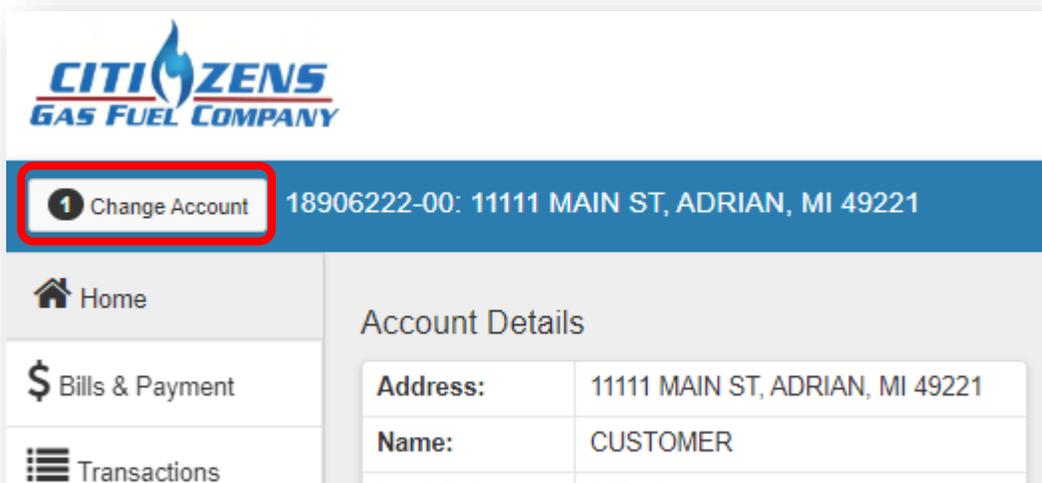


## Link Account(s)

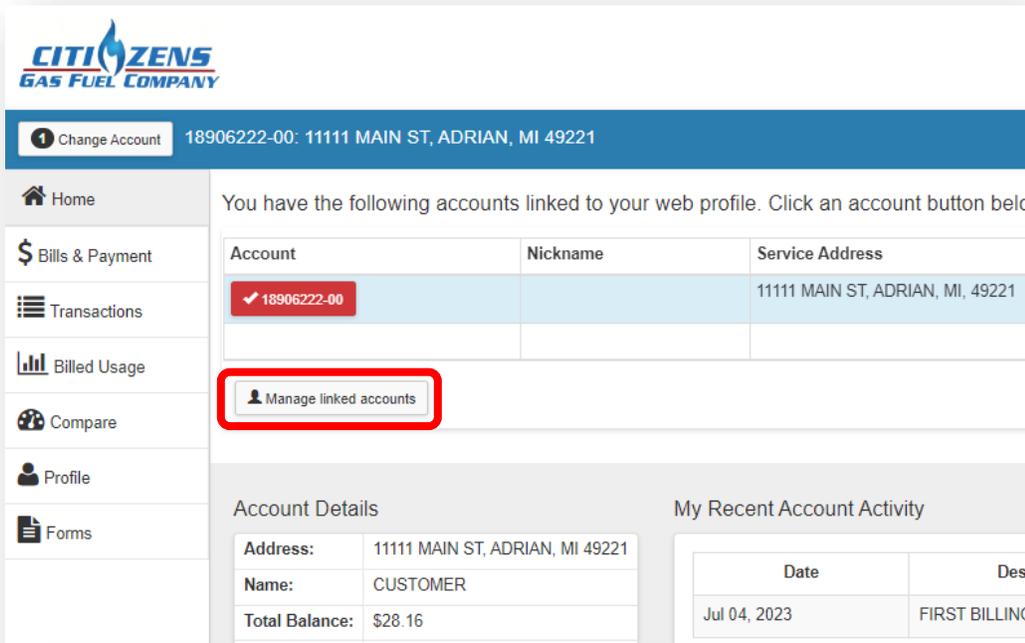
You will see the account number and address you used to sign up for your online account



To link another account, click Change Account



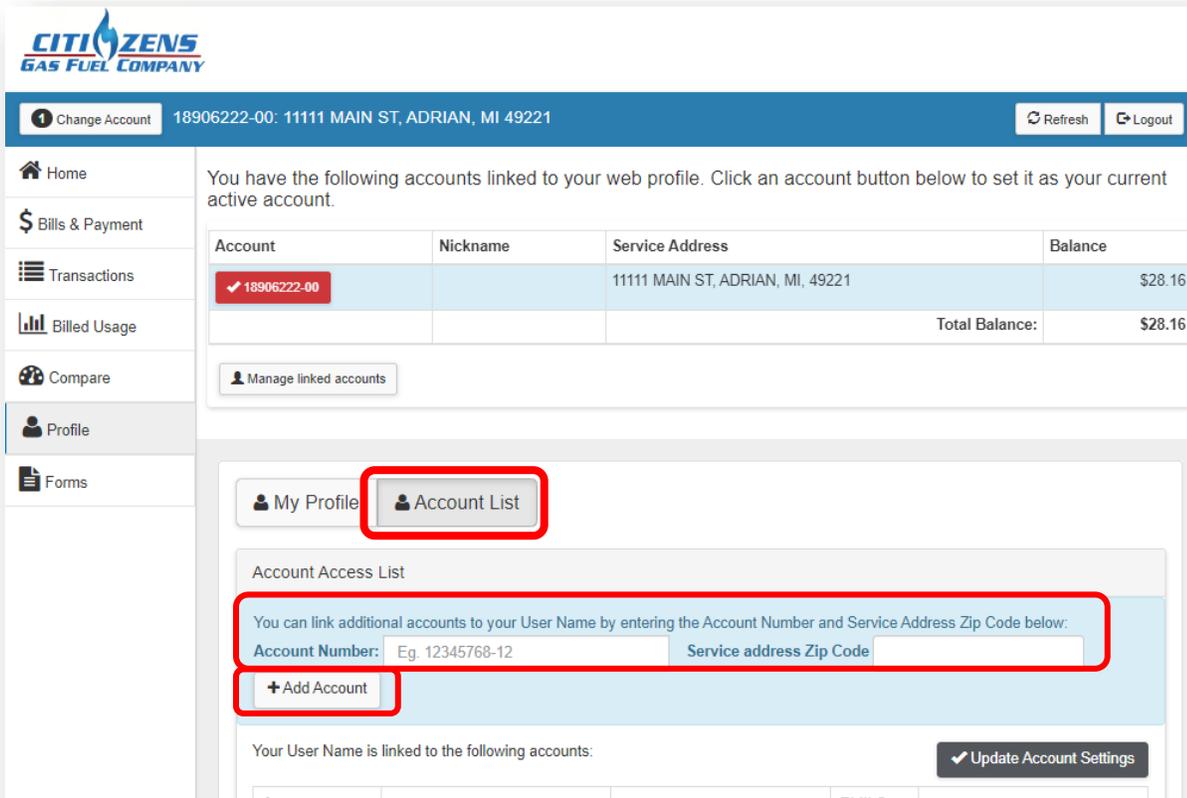
## Click Manage linked accounts



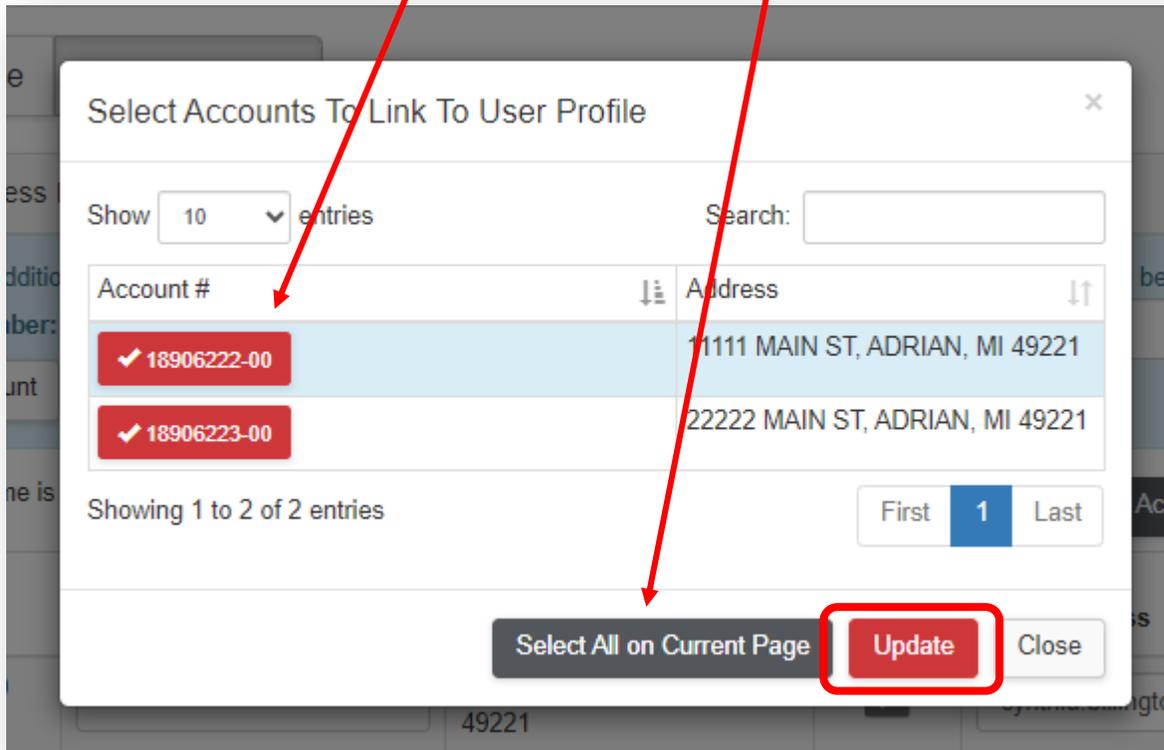
## Click on Account List

Fill in the Account Number and Service Address Zip Code for the account you want to add

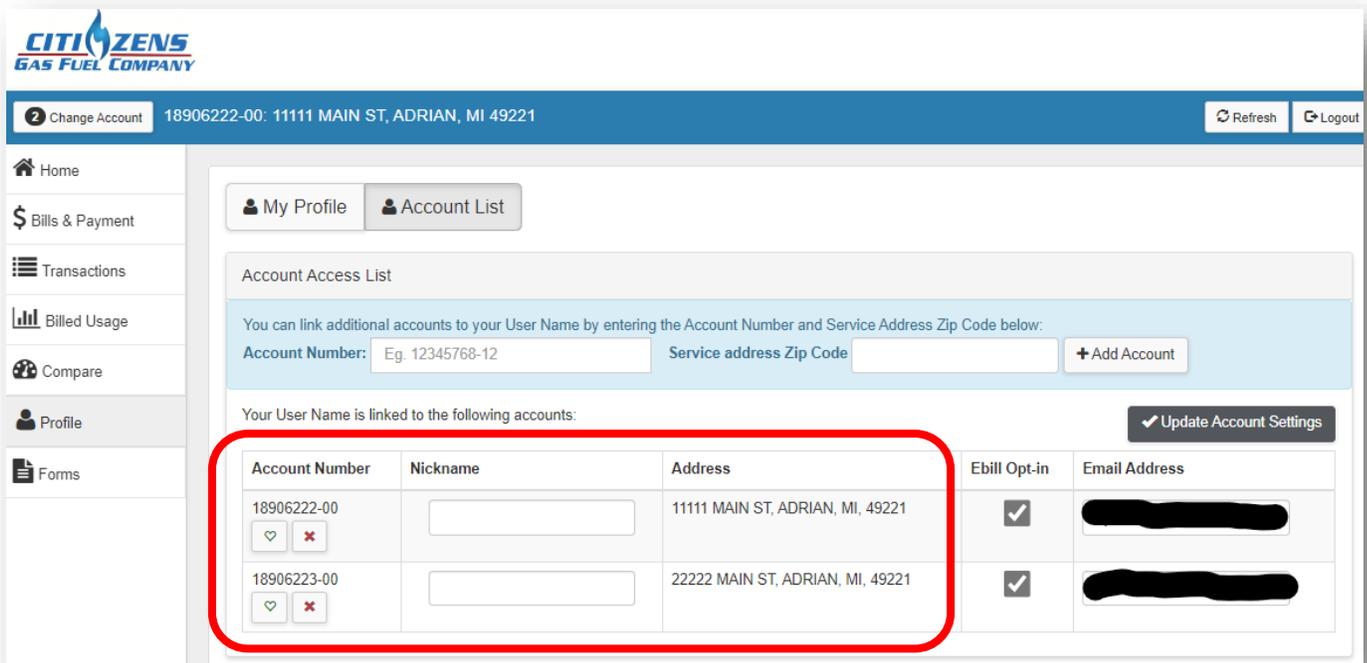
## Click +Add Account



Click on the account(s) you want to add or click Select All on Current Page  
Click Update



You will now see all the accounts linked to your Online Profile  
Repeat steps to add more accounts



## View Accounts

Click on Change Account

Select the account you want to view, make a payment or manage auto pay

The screenshot shows the CITIZENS GAS FUEL COMPANY web interface. At the top left is the company logo. Below it, a blue header bar contains a 'Change Account' button (circled in red) and the account ID '18906222-00: 11111 MAIN ST, ADRIAN, MI 49221'. A left sidebar menu includes options like Home, Bills & Payment, Transactions, Billed Usage, Compare, Profile, and Forms. The main content area displays a message: 'You have the following accounts linked to your web profile. Click an account button below to set'. Below this is a table with columns for Account, Nickname, and Service Address. The first row shows account '18906222-00' with a red checkmark button (circled in red) and service address '11111 MAIN ST, ADRIAN, MI, 49221'. The second row shows account '18906223-00' with a grey button and service address '22222 MAIN ST, ADRIAN, MI, 49221'. A 'Manage linked accounts' button is located below the table. At the bottom, there are sections for 'Account Details' and 'My Recent Account Activity'.

Account	Nickname	Service Address
✓ 18906222-00		11111 MAIN ST, ADRIAN, MI, 49221
18906223-00		22222 MAIN ST, ADRIAN, MI, 49221

## Remove Account(s)

Click on Change Account

Click on Manage Linked Accounts

Click on Account List

Click on the red X next to the account you want to remove

**CITIZENS GAS FUEL COMPANY**

2 Change Account 18906223-00: 22222 MAIN ST, ADRIAN, MI 49221 Refresh Logout

Home Bills & Payment Transactions Billed Usage Compare Profile Forms

You have the following accounts linked to your web profile. Click an account button below to set it as your current active account.

Account	Nickname	Service Address	Balance
✓ 18906223-00		22222 MAIN ST, ADRIAN, MI, 49221	\$21.55
18906222-00		11111 MAIN ST, ADRIAN, MI, 49221	\$28.16
Total Balance:			\$49.71

Manage linked accounts

My Profile Account List

Account Access List

You can link additional accounts to your User Name by entering the Account Number and Service Address Zip Code below:

Account Number: Eg. 12345768-12 Service address Zip Code

+ Add Account

Your User Name is linked to the following accounts: Update Account Settings

Account Number	Nickname	Address	Ebill Option	Email Address
18906222-00 ♥ ✕		11111 MAIN ST, ADRIAN, MI, 49221	☑	[REDACTED]
18906223-00 ♥ ✕		22222 MAIN ST, ADRIAN, MI, 49221	☑	[REDACTED]

Click Delete to confirm

Delete Confirmation

Confirm Delete: account number 18906223-00?

Delete Cancel