

RADNOR TOWNSHIP CITIZEN SELF SERVICE

Welcome to Radnor Township’s Citizen Self Service!

Citizen Self Service provides citizens with the ability to view and make Utility Bill and Real Estate Tax payments online. In order to view or make payments, citizens will need their Account Number and Customer Number (for Utility Bills) or Folio/Parcel Number (Real Estate Tax Bills) which can be found on their bills.

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***Please note:** Pop-up blockers may cause payments to not post properly. Please disable them before proceeding.*

QUESTIONS?

Contact the Finance Department at 610-688-5600 ext. 191 or bcooper@radnor.org.

OTHER PAYMENT OPTIONS

In Person

Radnor Township Municipal Building, 301 Iven Avenue, Wayne, PA 19087
Business hours: 8:00 a.m. to 4:00 p.m.

By Mail

Radnor Township
301 Iven Avenue
Wayne, PA 19087

REGISTER AND CREATE AN ACCOUNT

Go to selfservice.radnor.org to register and create an account.

Home

Citizen Self Service

Utility Billing

Welcome to Citizen Self Service

Welcome to Radnor Township's Citizen Self Service Center!

Log in to access

- Utility Billing

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

[Register](#) [Log in](#)

Click "Citizen Self Service" and then 'Register'

Home

Citizen Self Service

Utility Billing

Self-Registration

*User ID (between 1 and 100 characters)

*Re-type user ID

*Password (between 8 and 15 characters)

*Re-type password

*Password hint

*Email address

Enter these validation numbers into the box below them

3744

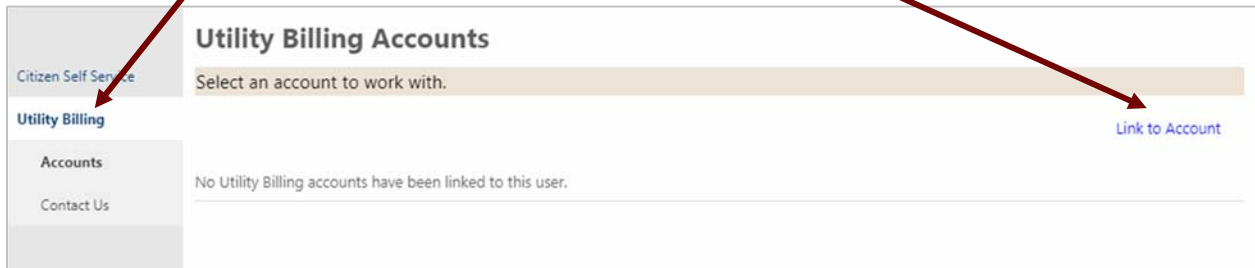
[Save](#)

Enter the required information to create a unique user ID and password and click 'Save'

LINK AN UTILITY BILL TO AN ACCOUNT



Click 'Utility Billing' and then 'Accounts' and then 'Link to Account' to permanently link a Utility Billing account to your profile.



PLEASE NOTE: If you click only on 'Utility Billing', you will be allowed to search for and view/pay a Utility Billing account, but the account will not permanently link to your profile.

Citizen Self Service

Utility Billing Account Link Setup

Utility Billing


Account Number *

Customer Number *

* indicates required field

Enter your 'Account Number' and 'Customer Number' exactly as it appears on your bill.

Click 'Submit' to create the permanent account link.



Township of Radnor
301 Iven Avenue
Wayne, PA 19087
(610) 688-5600
www.radnor.com

Sewer Rent/Stormwater Mgmt Fee

CUSTOMER COPY

Keep this copy for your records

Customer Name			Service Address				
JOHN SMITH			123 MAIN STREET				
Bill Number	Bill Date	Account Number - Customer Number			Current Billing Due Date		
999999	04/01/2019	3699999999 - 999999			05/31/2019		
Charge Description	Meter Number	Previous Read Date	Current Read Date	Read Code	Usage (in thousands)	Charge Amount	
STORMWATER						2,465.00	

Citizen Self Service

Utility Billing Account Summary

[Link to Account](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Utility Billing

Accounts

Manage Bills

Account Summary

Contact Us

Billing Account

Service Address 123 MAIN STREET

Account Number 3699999999

Bill Delivery Preference Mail

Your Current Balance

Amount Due Now \$2,465.00 [Pay Now](#)

Payment Due Date 5/31/2019

About Your Payments

No payment activity found

Customer Information

Name JOHN SMITH

Address 123 MAIN STREET

Customer ID 999999

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
STORMWATER	430012	1/1/2010		ACTIVE	None

Once successfully linked, your Account Summary page will appear.

Click 'Pay Now' or 'Manage Bills' to pay or view your Utility Bill.

PAY YOUR UTILITY BILL

Citizen Self Service

Real Estate

Utility Billing

Accounts

Manage Bills

Account Summary

Contact Us

Utility Billing Manage Bills [Account Summary](#)

Service Address 123 MAIN STREET

Account Number 36999999999

As of

• Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills (bill years 2010 to 2022 only) [Show Past Bills](#) ▾

Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
<input checked="" type="checkbox"/> 999999	4/1/2019	5/31/2019	\$2,465.00	\$0.00	\$2,465.00	Bill Details
					Total Due: \$2,465.00	

select bills you would like to pay now, then click "Pay"

Select the bill you want to pay and click 'Pay'.

PLEASE NOTE: Paid bill(s) will display the following message until the next business day after the bill(s) was paid:

** This bill has pending web payments that are not currently reflected in the payments amount.

Citizen Self Service

Utility Billing

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2019	4/1/2019	999999	5/31/2019	\$2,465.00	\$2,465.00	\$ <input type="text" value="2,465.00"/>

The bill(s) you selected to pay will be displayed.

Click 'Continue' to proceed with payment of your Utility Bill.

You will be taken to a third payment site where you will enter your billing information and credit card information.

BILLING INFORMATION

Time left: 7 minutes, and 2 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:





State / Zip: /

Phone:

Email:

Total:

PAYMENT INFORMATION


   

Payment Method:

Card Number:

Exp. Date: /

Security Code: [What is this?](#)

I'm not a robot 
reCAPTCHA
Privacy - Terms


Powered by [Bridgepay Network Solutions.](#)

Enter your billing information and credit card information.

Click 'Make Payment' to complete the payment process.

You will receive a payment confirmation message after your payment has been processed.

You will also receive a payment confirmation email message only if you logged into your account prior to paying for your Utility Bill.



Utilities WEB

Your payment was successfully processed. Please print this receipt for your records.

Payment Details

Total Amount:	2,465.00
Description:	Total
Invoice No.:	999999
Auth code:	999999

Click "here" to return to Citizen Self Service.

Click [here](#) to return to Utilities WEB

From: donotreply@bridgepaynetwork.com <donotreply@bridgepaynetwork.com>
Sent: Friday, March 29, 2019 11:26 AM
To: John Smith <citizen@email.com>
Subject: Your payment receipt

Utilities WEB

Your payment was successfully processed. Please print this receipt for your records.

Payment Details

Total Amount: 2,465.00
Description: Total
Invoice No.: 999999
Auth code: 999999

VIEW UTILITY BILL ACCOUNT INFORMATION AND ACTIVITY

Citizen Self Service

Utility Billing Accounts

Select an account to work with.

Utility Billing [Link to Account](#)

Accounts

Account ID	Customer ID
3699999999	100002

Contact Us [Manage Bills](#)

Click "Citizen Self Service", 'Utility Billing', and then 'Accounts'.

Click on the Account ID you would like to view.

Citizen Self Service

Utility Billing Account Summary

[Link to Account](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Utility Billing

Accounts

Manage Bills

Account Summary

Contact Us

Billing Account

Service Address	123 MAIN STREET
Account Number	3699999999
Bill Delivery Preference	Mail

Your Current Balance

Amount Due Now	\$2,465.00	Pay Now
Payment Due Date	5/31/2019	

About Your Payments

No payment activity found

Customer Information

Name	JOHN SMITH
Address	123 MAIN STREET WAYNE, PA 19087
Customer ID	999999

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
STORMWATER	430012	1/2/2019		ACTIVE	None

The Utility Billing Account Summary section provides information about your Billing Account, Current Balance, Payment Activity, Customer Information and Services on the account.

Please note: Payments made online will not be reflected as paid until the next business day after the payment was made.

PAY YOUR REAL ESTATE TAX BILL

Go to selfservice.radnor.org
 Click on 'Citizens Self Service', enter your 'Username' and 'Password', and click 'Log in'

Welcome to Citizen Self Service

Log in to access

- Real Estate
- Utility Billing

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

| [Register](#)

Real Estate

Welcome to Radnor Township's Real Estate Tax Payment Portal!

Please refer to your bill and search by your folio/parcel number.

Parcel ID

Remember these values

Enter your 'FOLIO NO' as it appears on your bill with NO DASHES (-).
 Click 'Search' to find your Real Estate Bill(s).

2020 TOWNSHIP OF RADNOR REAL ESTATE TAX				February 1, 2020
ASSESSMENT: 260,300			FOLIO NO: 36-99-99999-99	
TYPE OF TAX	MILLAGE	2% DISCOUNT MARCH 31, 2020	FACE APRIL 1 and MAY 31, 2020	10% PENALTY JUNE 1 and DEC 31, 2020
Real Estate	4.4082	\$1,124.50	\$1,147.45	\$1,262.20
TOTAL		\$1,124.50	\$1,147.45	\$1,262.20

DESCRIPTION
 2 1/2 STY HSE/GAR
 123 MAIN STREET
 75 X 175

TAX PAYER COPY

Citizen Self Service

Real Estate

[View Bill](#)

As of 2/5/2020

Bill Year 2019

Bill 9999

Owner JOHN SMITH

Parcel ID 369999999

[View payments/adjustments](#)

Installment	Pay By	Amount	Payments/Credits	Balance	Interest	Due
1	5/31/2019	\$195.48	\$0.00	\$195.48	\$0.00	\$195.48
Penalties		\$19.55	\$0.00	\$19.55	\$0.00	\$19.55
TOTAL		\$215.03	\$0.00	\$215.03	\$0.00	\$215.03

Click 'Pay Bill' to pay the Real Estate Tax Bill displayed.

View additional Parcel/Folio information by clicking on the options on the menu on the left-hand side.

[Pay Bill](#)

Please note: Payments made online will not be reflected as paid until the next business day after the payment was made.

Paid bill(s) will display the following message until the next business day after the bill(s) was paid:

* Pending web payments (not reflected in the total due).

BILLING INFORMATION

Time left: 6 minutes, and 54 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:





State / Zip: /

Phone:

Email:

Total:

PAYMENT INFORMATION

Payment Method:

Card Number:

Exp. Date: /

Security Code: [What is this?](#)


Invalid Credentials

Powered by [Bridgepay Network Solutions.](#)

Enter your billing information and credit card information.
Click 'Make Payment' to complete the payment process.

You will receive a payment confirmation message after your payment has been processed.

You will also receive a payment confirmation email message only if you logged into your account prior to paying for your Real Estate Tax Bill.




Tax WEB

Your payment was successfully processed. Please print this receipt for your records.

Payment Details

Total Amount:	215.03
Description:	Total
Invoice No.:	99999
Auth code:	999999

Click "here" to return to Citizen Self Service.



Click [here](#) to return to Tax WEB

Your payment receipt



donotreply@bridgepaynetwork.com
To John Smith <citizen@email.com>

✖

Tax WEB

Your payment was successfully processed. Please print this receipt for your records.

Payment Details

Total Amount: 215.03
Description: Total
Invoice No.: 99999
Auth code: 999999

MANAGE YOUR ACCOUNT

The screenshot displays the 'Account Settings' page in the Munis Self Service portal. The page is titled 'Account Settings' and includes a navigation menu with 'My Account' and 'Log Out' options. The main content area is divided into three sections: 'Account Information', 'Linked Accounts', and 'Utility Billing Accounts'. The 'Account Information' section lists details such as 'Now logged in as', 'Last successful login', 'Last failed login', 'Password last changed', 'Password expires in', and 'E-Mail address'. The 'Linked Accounts' section shows 'Customer Accounts' and 'Utility Billing Accounts' with options to 'link to account' or 'remove'. A red arrow points from the 'My Account' link in the top right corner to the 'Account Settings' section.

Account Information	
Now logged in as	CITIZEN
Last successful login	3/28/2019
Last failed login	3/28/2019
Password last changed	3/28/2019
Password expires in	3013 days Change Password
E-Mail address	citizen@email.com Change E-Mail Address

Linked Accounts	
Customer Accounts link to account	
There are currently no linked accounts	
Utility Billing Accounts link to account	
Account	Customer
3699999999	remove

[Go To Module Homepage](#)

To manage your account, click your profile icon (in the upper right corner) and then 'My Account'. Your Account Settings section will allow you to:

- View and manage your account settings.
- Link additional or remove existing linked Utility Billing accounts.