

CFU Web Service Center Questions & Answers

What services are available through CFU’s Web Service Center?

Customers can view and pay this month’s utility bill; view usage for electric, gas and water services, view past bills and payment history; submit requests to start, transfer, change or stop services; submit meter reads; update contact information and view a list of the CFU services they receive.

Who can register for account access through the Web Service Center?

Any account owner who is financially responsible for paying the bill may register. There can be more than one financially responsible owner for a CFU account. Each owner may register separately for a username and password.

All I want to do is pay my bill online. Do I have to register for a Web Service Center account?

No. See online bill pay [information here](#), or go straight to our online payment service [here](#). Please note that by registering for Web Service Center access, you will be able to view your bill online before you pay it. At our online payment service site you can pay your bill, but you can’t view or print a copy of it.

My name was not recognized when I tried to register for Web Service Center access. Why?

Either your name was not entered exactly as we have it recorded in your CFU account record, or you are not a financially responsible owner of the account.

If your name is printed on your CFU bill, enter the name as it is printed beside the account number on your bill. This illustration shows you where to look for the name you should enter:

Account Number	Balance	Current Charges Due 3/7/2013	Amount Due *	Add-A-Dollar Contribution	Total Amount Paid
111111111	\$0.00	\$338.37	\$338.37		** Autopay 3/7/2013

* A 1.5% Late Charge will be assessed on balances remaining after 3/7/2013 and will appear on your next bill.
 ** Funds in the Amount Due will be automatically withdrawn from your bank account on 3/7/2013 - Do Not send payment.

Please check box for address/phone correction then print corrections on reverse side.


Remit Payment to: **Cedar Falls Utilities**
 Utility Parkway
 P.O. Box 769

Customer: JOHN DOE → **For Web Service Center registration do not enter your name like this**
 123 SAMPLE ST.
 CEDAR FALLS, IA 50613

- Checks MUST be written in blue or black ink.

81847358100000000000338376

If you pay by mail, detach here and return top portion with your check in the envelope provided.



Utility Parkway
 P.O. Box 769
 Cedar Falls, IA 50613
 www.cfu.net
 (319) 266-1761
 Office Hours: 7:30 a.m. - 5:30 p.m. M-F

Messages

CFU residential and business fiber internet customers now have faster speeds at the same price. We've upgraded the speeds on our internet service plans. Learn

Enter your name in this format → **DOE, JOHN**

Account Summary for Bill Date 2/10/13 Due Date 3/7/13

Previous Balance	340.39
Customer Payment Received - 2/4/2013	-340.39
Balance	0.00
Current Charges - Due 3/7/2013	338.37
Corrections	0.00
Adjustments	0.00
Amount Due - Autopay 3/7/2013	338.37

If you are financially responsible for the account but your name does not print on the bill, try entering your name with no spaces in this format: LAST,FIRST

If your name is still not recognized, please contact CFU Customer Service at 319-268-5280 between 7:30 a.m. and 5:30 p.m. weekdays, or email customerservice@cfu.net.

I am trying to register for Web Service Center access. I do not have a social security number, or my social security number is not part of my CFU account record. How do I get a PIN to use for registration?

To protect your account from unauthorized access, we require a photo ID to issue a PIN. Please visit our Customer Service Department during business hours at 1 Utility Pkwy., Cedar Falls. The office is open from 7:30 a.m. to 5:30 p.m. weekdays.

I registered for a username and password, but when I try to log in a message says “Account Not Verified.” What’s the problem?

When you registered, we immediately sent you a confirmation email. You need to go to your email account, find the email from Cedar Falls Utilities and click on the confirmation link inside the message to verify your account. After that, you will be able to log in.

I did not receive a registration confirmation email, so I cannot verify my account or log in. What’s the problem?

First, check your spam or junk email folder to see if the message from Cedar Falls Utilities landed there. If it’s there, open the message and click on the verification link. Now you will be able to log in.

If you are sure that you did not receive an email from Cedar Falls Utilities, it’s because your email address was entered incorrectly. Please call our customer service office at 319-268-5280 during business hours and request that we cancel your registration so that you can start over.

I want to change the email address or password that I registered as my username. How do I do that?

First, log in to your Web Service Center account [here](#). Then choose User Profile Settings from the menu and follow the instructions on the screen.

What if I have more than one CFU account?

You may register for access to any or all of the CFU accounts for which you are financially responsible. When you log in, you will choose the account you want to view from a list on the screen.

I am trying to login to the Web Service Center, but the website is down. What should I do?

Please report that web services are unavailable by calling the CFU Help Desk at 319-268-5221. Help Desk hours are 7:30 a.m. to 9:00 p.m. Monday through Friday, and 9:00 a.m. to 9:00 p.m. Saturday and Sunday. Please note that web services are unavailable between 3 and 4 a.m. daily for scheduled maintenance. Restoration of any site outages that occur outside of Help Desk hours will be deferred to the next business day.

11/16/2015

What are CFU's Terms of Service?

CFU's Terms of Service are published [here](#). When you register for account access through the Web Service Center, you accept the Terms of Service.