

ADDITIONAL/REPLACEMENT ROLL-OUT GARBAGE CONTAINER

(Guidance Information)

How do I request an additional or replacement garbage container? You may purchase an additional or replacement roll-out garbage container for a cost of \$68 per container. Please see instructions below to apply for an additional or replacement container through the online OPENGOV portal.

If you are requesting a replacement container due to container being damaged by a city garbage truck, please call the Public Works Department at 704-734-4501 before you proceed with this application.

When adding additional containers, please be aware that the landfill fee on your utility bill will increase by \$12.51 for each additional container.

“CREATING USER ACCOUNT”

How do I create an account? Go to www.cityofkm.com and click on the **OPENGOV** icon button on the homepage. Click on **Sign UP** in the top right corner of the screen. Next click on **Sign up using Secure Portal**. Click on **Sign Up** and enter your email address and a personal password to create your account.

What if I don't have access to the internet to apply online? You may visit the Public Works Department located at 1013 N. Piedmont Ave. Kings Mountain, NC to request and pay by either cash or check. If making payment with cash please bring the exact amount due.

“SUBMITTING APPLICATION”

How do I apply online? Once you have created user account, go to www.cityofkm.com and click on the **OPENGOV** icon button and select **Public Works**. On the next page select **Add/Replace Roll-Out Garbage Container**. On the next page select **Apply Online**. Login with your email address and password. Complete the application steps. On the last step click on **Confirm and Submit**.

Once submitted City staff will review your submittal and you will be notified by email of payment due. You may login into OPENGOV and pay the fee with a credit card or you may come by the Public Works office and pay with check or cash.

“VIEWING THE STATUS OF MY SUBMITTED RECORDS”

How do I Login to view submittals and make payment? Go to the www.cityofkm.com and click on the **OPENGOV** icon button. Click on **Login** in the top right corner of the screen. Click on **Login using Secure Portal** and enter your email and password and click on the blue **Log In** button. Click on **My Account** in the top right corner of the screen.

You will now have access to records submitted under your user account. You may also click on **Search** located at the top of the screen to find records by address or record number. On the left hand column, you will see a list of actions that can be performed:

DASHBOARD: Here you can view a general overview of your records

MESSAGES: View messages from City staff in regards to records

PROFILE: You can edit your account profile such as: user name, phone number, address, etc.

APPLICATIONS: A complete list of records submitted under your account

PAYMENTS: Make payments and view paid or unpaid fees