

CITY OF
WOLVERHAMPTON
COUNCIL

Response to Request for Information

Reference FOI 002506
Date 6 July 2018

Customer Account

Request:

1. Does your Local Authority have an online customer account (MyAccount)?
Yes
2. If yes to question 1, the number of households in your borough?
Based on the 2014-based household projections from DCLG, is that there were projected to be 106,688 households in Wolverhampton in 2018.
3. If yes to question 1, how many people in total have registered (to date) for a MyAccount?
40,000 (approximate)
4. If yes to question 1, a full list of services within MyAccount **and** the percentage take up of those services (or number of registered users).

My Account:

- Tip Permit Registration
- Tip Visit Bookings
- Bulky Waste Collection
- "My Bills" - hand-off to Gandlake hosted e-billing service
- Manage Account
- Change your password
- My councillors (based on address provided)

Payments:

- Business Improvement District (BIDS)
- Business Rates
- Council Tax
- Penalty Charge Notice (PCN)
- Rent, Leaseholder Service Charges and other Housing Charges
- Sundry Debts

Registered users = 40,000