

## **PAYMENT OPTIONS FOR WATER CUSTOMERS**

We are pleased to offer online account access and several convenient payment options to our water customers.

For online account access, simply provide us with your e-mail address. Once we enter it into your account, you'll receive a confirmation e-mail with instructions for getting started as an online user. When you're signed in to your account, which you can do either from a bookmark on your own computer or through the "View Account/Make Payment" link here on our home page, you'll be able to check your account balance, view billing and payment history, change the way you receive your bill (via postal or e-mail, or both), set up AutoPay, and make online payments using a credit card or electronic check processing. Alternately, if you've received a printed statement or adjusted bill from us, you might have noticed a "code" number printed on the bottom portion. Click the "View Account/Make Payment" link here on our homepage and use the New Customer option to set up your user account.

Even if you choose not to set up online account access, or without logging in, customers are able to pay bills quickly and securely online. Simply click the link here on our home page, or go to <https://strasburg.secure.munibilling.com>, and choose the "Online Payment" option. You'll need to know the account number and last name on the account in order to proceed.

Instructions for the online payment process can be found here on our web site. From the burgundy menu at the top of this page, from the drop-down list under "Departments," select "Water & Sewer" and click on the Instructions link.

### **SEVERAL WAYS TO PAY!**

In addition to such traditional payment methods as personal/company check, money order, or cash, we offer several convenient options:

- Credit Card: Either in person, over the phone, or online. Transaction fee = \$1.49 for amounts from \$0-\$50; \$2.60 for amounts from \$50-\$100; \$3.90 for amounts from \$100-\$150; \$5.20 for amounts from \$150-\$200; and 2.99% of the total for amounts \$200 and above.
- Electronic check: Either in person, over the phone, or online. Transaction fee = \$0.50
- AutoPay: Payment of the total balance due on your water account as of designated withdrawal dates are automatically made from the checking or credit card account you have enrolled, on February 1, May 1, August 1, and November 1. Transaction fees: \$1.49 for amounts from \$0-\$50; \$2.60 for amounts from \$50-\$100; \$3.90 for amounts from \$100-\$150; \$5.20 for amounts from \$150-\$200; and 2.99% of the total for amounts \$200 and above on credit cards; \$0.50 for electronic check (requires that you fill out an authorization form and provide us with a voided check in advance to enroll).

We also have an after-hours dropbox for payments. It's located next to our front door, and is emptied every weekday morning. It's a handy way to save postage or get a payment in before deadline!

If you'd like more information about any of these options, or need help getting started or signed up, just give us a call at 687-7732 or stop in during regular office hours, Monday through Friday 7:30 a.m. to 4:00 p.m.