

Online Utility Billing Account Access & Self-Pay Options

ACCESS SITE: www.cityofframsey.com **PAYMENT LINE (toll-free):** (844) 428-5626

FEATURES:

- *Access account 24/7
- *Schedule future payments
- *Enroll in Autopay
- *Make one-time payments
- *Pay by credit/debit card
- *Sign up for e-bills
- *Setup email notifications
- *Pay by e-check (checking/savings)
- *Pay by text message
- *Pay by auto phone system
- *Make partial payments

Frequently Asked Questions

How do I register for an online account? Do I need to re-register if I already had an account?

You will need to re-register. You will either receive an email notification if you are signed up for e-bills, or you may access your account via the city's website. Then locate and view your account and either enter payment information for a One Time Payment or register to schedule a future payment. From here you may also register for an account.

Do I need to register just to pay my bill online?

No. You need to register to receive electronic bills by email, but registration is not required for One Time Payments. One Time Payments require that you enter your payment information each time you make a payment.

What are the benefits of registering for an account?

By registering, you have access to your account and all of the features of the payment portal 24/7. These features include the ability to view all invoices, view payment dates, update your profile, access the online customer service system, go paperless, schedule payments for a future date, and sign up for Auto-Pay. You also avoid having to enter your payment information each time you pay a bill.

How does the "going paperless" process work?

Going paperless is a two-step process, after receiving the paperless registration email, you must click the Confirm button in the email to complete the process. If you prefer not to go paperless, simply do not complete registration (by not clicking in the email). You will get one reminder email, but if you don't complete the registration at that time, the paperless enrollment will be cancelled. You may also go to Paperless Options in your account profile and click "cancel registration".

How do I sign up for text notifications and pay my bill by text?

To sign up for text notifications, and therefore to pay by text, login to your online account and choose to receive text notifications under your profile.

What forms of payment can I use?

You can pay by credit or debit card (MC/Visa/Discover) or eCheck, or you may issue an electronic check from your bank account ("Bill Pay"). You may also send in a paper check or pay by cash at the city hall counter.

How do I make a payment online?

When you receive an email notification that your bill is ready to be paid (if you are signed up for e-bills), simply click on the "View Invoice or Pay Now" button. Another option is to go directly to the city's website and click on the "Pay or View your Utility Bill" button. You will then be directed to "Pay and/or View Bills Online" site.

What are the costs for paying online?

There are no fees imposed by the city for this service. However, there may be fees imposed directly by your own bank or other vendor through other methods of payments that you may elect to use.

When I try to pay my bill, it asks for credit card information and I want to pay by electronic check.

Under "How would you like to pay" click on the drop-down box and choose EFT Check.

How do I call in a payment by phone?

To make a payment by phone, call in to our automated phone payment line toll-free at (844) 428-5626. You may pay by credit or debit card or by echeck.

Can I use more than one payment method per transaction?

Yes, you may use one payment method for part of the transaction and another payment method for other parts of the transaction. Simply follow the payment instructions.

How long does it take payments to process if I pay online?

Credit card transactions typically take 48 hours to settle. An authorization is issued immediately; however, it takes 48 hours for the money to be moved. EFT transactions typically take 48 – 72 hours to settle.

What is Auto-Pay?

If you elect to opt in to Auto-Pay, it means that your bills will be paid automatically on the due dates using your default bank account information. This will avoid any late fees and free you from having to remember when to pay. (Note: We do not currently offer Auto Pay via credit or debit card.)

What is the difference between auto-pay and a scheduled payment?

Auto-pay is an automated process which pays your balance in full on the due dates, which is initiated by the city; scheduled payments are manually entered by you for a date you choose and an amount you choose.

Can I cancel Auto-Pay?

Yes, simply go into your profile and uncheck the auto-pay box that you had previously checked when you elected to opt into Auto-Pay. You may also call customer service at (763) 576-4343.

I signed up for Auto Pay but do not see any information under "My scheduled payments."

The Auto Pay date will not appear under scheduled payments. Scheduled payments are payments manually entered by you for an amount and date you choose. Auto Pay is initiated on the due date and will be debited from the checking or savings account you had previously provided.

Can I schedule future payments and then also make changes to them?

Yes. You can set up a future payment at any time prior to the bill due date and make changes as long as it is changed before the date it was scheduled to be paid.

Who do I contact with questions about the online system?

If you are unable to find the information you need, please call customer service at (763) 576-4343.