

E-Billing Frequently Asked Questions (FAQs)

Will I still get a monthly bill?

Yes, you can opt to receive your bill via email only, or sign up to get an email notification as well as your paper bill. The choice is yours!

Is there a fee for debit/credit card payments or e-checks?

Yes. The service fee is a minimum of \$2.95 or 3% of the total, whichever is greater. This fee will also apply to monthly automatic withdrawals if you set that up with your debit or credit card.

How safe is my debit/credit card information?

The City is utilizing Bluefin Payment Systems, which provides the most secure platform to protect customer payment data with their PCI-validated Point-to-Point Encryption (P2PE) through our processor/gateway. None of your card information is stored locally.

How do I avoid a service fee?

You may pay by cash or check at City Hall, drop off your check at the convenient drop box located in the City Hall parking lot(no cash in the box, please), come into the office with your debit or credit card, or sign up for automatic withdrawal from your checking account. **Please note that this automatic withdrawal option is only done once a month, just prior to late fees being applied, and normally occurs on or shortly after the 15th.**

What is the monthly late fee if I don't pay my bill on time?

The City charges a 5% late fee on the current month's balance if the bill is not paid by the 15th of the month.

I'm a renter - can I still sign up?

Yes. You can sign up to view your bill, check your usage and history, and set up automatic debit/credit card payments. Please keep in mind, though, that the history may include information from prior users, as the City does not close out accounts for rentals. When you sign up as a renter, you need to use the account code on your bill that also includes the two-digit number following the dash (e.g. 11111-01) to ensure that your payment is correctly applied.

I have more than one account - can I still sign up for ebilling?

Yes. You will set up one user account, and you can then link all of your accounts to that. You can then click on each one individually to see all of the information associated with that account. This is also a great way for property owners to ensure that their renters are current with their accounts, since you will also receive past due notices and shut-off notices via email.

I have more questions - who do I talk to?

You can contact Utility Billing Clerk Robin Morris at (541)264-7417 X 102, or City Recorder Reda Eckerman at (541)264-7417 x 101.