

Northern Perry County Water & Wastewater

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Kelly Green, Operations/Supervisor

Dear Northern Perry County Water Customers:

October 28, 2020

In our efforts to better serve our customers, as of November 1, 2020, we will be offering the ability to pay your bill online 24/7. The payment website is: <https://npcw.epayub.com/>. When you open the website, you will need to register your account. Please use the account no. found on your most recent bill. You can manage your account online, view usage & billing history, sign up for recurring payments, Email message alerts and more!! Once you have registered your account, click the "Make A Payment" button to get started!

Payment options:

Pay your bill by credit card.....we accept Master Card, Visa, Discover and American Express.

~ All credit card payments paid online will be charged a processing fee of \$2.50 or 2.5% of your bill, whichever is greater.

~ Credit cards can be setup for Recurring Payments and will also incur the processing fee each month when payments are processed. **Cards are processed weekly and before the bill due date.**

~ Credit card payments are accepted only through the customer portal on the website, and cannot be accepted in the office. Use QuickPay to make one-time payments without logging in to your account.

Automatic Bank Draft (also called ACH)

~ Online customers can choose to setup AutoPay using a bank draft payment method.

~ Login into our secure payment portal and choose the menu option for Setup AutoPay.

~ You will be asked to enter your bank routing and account number to set this process up.

~ **Drafts are processed weekly and before the bill due date. Sign up's must be completed online through your customer portal 2 business days prior to the bill due date.**

~ This is the FEE FREE service provided by Northern Perry County Water.

~ Customers cannot pay with a check online or over the phone.

Paying by mail/Drop box located at the office

~ If paying by check or money order through the mail, or using the drop box, please include your payment stub with payment. To avoid late fees, please mail your payment at least 7 to 10 business days before the due date specified on your bill.

You will also have access to the online payment website through the Perry County Ohio website at perrycountyohio.net. Just choose the Northern Perry County Water tab located on the left of the screen.

Another change that we are implementing will be that we are changing the bill format from a paper bill to a postcard bill. Go Paperless! Sign up now to receive notifications when your bill is ready to view online.

We are excited to introduce the online payment options. Please take advantage of the online payment options and we hope these new offers will be helpful to you. Simply choose the option that best suits your needs.

Thank you and have a good day!

Northern Perry County Water