

## **A New & Easier Way to Pay Your Bill**

Introducing New Electronic Billing and Payment Services From the City of Fresno!

The City of Fresno has made it easier than ever to pay your utilities bill online. Now, you can schedule and automatically pay your bill, use your checking account to pay, or even pay by text message!

### **eCheck/ACH**

Pay your utilities bill - up to \$10,000 – with your checking account.

### **Autopay**

Establish a recurring monthly payment using your major credit/debit card (Visa/ MasterCard/American Express/ Discover) or bank account routing number

### **Text to Pay**

After choosing to receive your billing notification through text, you will be able to pay your bill by replying to your text bill and accepting the amount. You can choose to pay the bill immediately or select an upcoming date if that works better for you.

### **PDF Statement Copies**

Electronic copies of your bill will be retained and available for reprint for a rolling 36 months following the billing date effective immediately. There is no additional charge for this service.

Credit/debit card payments have a limit of \$5,000 per transaction, while eCheck/ACH payments have a limit of \$10,000 per transaction. All credit/debit transactions are subject to a 2.3% service fee and all eCheck/ACH transactions are subject to a flat \$0.89 processing fee – both fees are not forwarded to the City, but instead collected by the City's e-payment processing agent.

If you have questions regarding these new online features, please contact the Utilities Billing and Collections Division Customer Service Staff at 559-621-6888, Monday, Tuesday, Wednesday and Friday from 8:00AM - 4:15PM and on Thursday from 8:00AM - 3:45PM.

Para asistencia en español, comuníquese con nuestra oficina.

Yog nej tsis to taub cov lus no los, thov hu tuaj rau peb qhov chaw ua hauj lwm.