

## Frequently Asked Questions about online bill options.

- 1) **Which forms of online payment are free?**  
**ONLY option C1** – Auto-pay online, which is an automatic withdrawal from your bank account, coordinated by Water & Sewer customer service, is free.
- 2) **Do all payment options include all major credit cards: VISA, MasterCard, DISCOVER, AmericanExpress?**  
**No.** So be sure to carefully review the overview chart and instructions inside this brochure.
- 3) **Is there a cost to view my bill online?**  
**No.** It's absolutely **FREE!**
- 4) **What must I do to receive/view my bill online?**  
 You must sign up (once) for this service, as described in option A. Keep your login information (user name and password) in a safe location so that you can log in and view your bill online every month.
- 5) **If I receive/view my bill online, will I still get a paper copy in the mail?**  
**YES.** Viewing it online does NOT automatically cancel a mailed copy. When you sign up to view it online you will be asked whether you want to discontinue a mailed copy.
- 6) **After I receive/view my bill online, and chose to cancel my mailed bill, can I change my mind?**  
**YES!** You can log in to your account at any time and change the setting for a mailed copy. It may take at least one billing cycle for that change to take effect.
- 7) **How do I know that it's safe to pay online?**  
 The City of Freeport has chosen Payment Service Network (PSN) to handle online billing and payment options. PSN has attained Level 1 Certification by the Payment Card Industry – Data Security Standard (PCI-DSS), the highest degree of security awarded by the industry. PSN, a pioneer in the online payment industry, based in Madison, Wis., specializes in providing billing, payment and communication services to utility companies and municipalities. For information or help with online billing, call PSN's help line toll-free at 1-866-917-7368.
- 8) **Where do I call if questions?**  
 City of Freeport Water & Sewer Commission customer service at 1-815-233-0111 weekdays 8:30 a.m. to 4:00 p.m.

**CITY OF FREEPORT WATER AND SEWER COMMISSION**  
 524 W. Stephenson Street, Suite 330  
 Freeport, IL 61032  
[www.cityoffreeport.org](http://www.cityoffreeport.org)

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## You have choices!

*Announcing new ways to view  
and pay your City of Freeport  
Water & Sewer bill*



Use easy and  
convenient e-bills



## The City of Freeport now offers several ways to view and pay for your Water & Sewer bill. *You get more flexibility*

- **DO NOTHING** and you will continue to receive your bill in the mail. You can continue to pay as you have before or choose a new payment option, B, C1, C2 (as described inside this brochure).
- **VIEW your bill online for FREE** as described in Option A inside this brochure.
- **PAY your bill by calling the payment center**, with payment information. This is available for bills received by mail AND online. See Option B inside this brochure.
- **PAY electronically by choosing one of three online bill paying options**, C1, C2 (described inside).

**Payment options are described in detail inside this brochure.**

*Here's a brief overview of the paperless payment options.*

| OPTION                     | COST                          | TYPE OF PAYMENT ACCEPTED   | AUTOMATICALLY PAID EACH MONTH?   | VENDOR                   |
|----------------------------|-------------------------------|--|--|--------------------------|
| <b>B</b> Pay by phone call | <b>\$2.99</b> per transaction | VISA, MasterCard, Discover, eCheck                                       | <b>NO.</b><br>You control payment by calling.                                      | Payment Series Network   |
| <b>C1</b> Auto-Pay Online  | <b>FREE</b>                   | eCheck from your checking account  | <b>YES.</b><br>Amount of bill is automatically deducted from your checking account | Water & Sewer Commission |
| <b>C2</b> Pay Online       | <b>\$2.99</b> per transaction | VISA, MasterCard, Discover, eCheck from your checking or savings account | <b>NO.</b><br>You control payment online.  | Payment Series Network   |

## Questions?

Call Water & Sewer customer service at **1-815-233-0111**, weekdays 8:30 a.m. to 4:00 p.m.

