

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

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You have choices!

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



GO GREEN!

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 or C3 (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 or C3, 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 Pay by phone call	\$2.99 per transaction	VISA, MasterCard, Discover, eCheck	NO. You control payment by calling.	Payment Series Network
C1 Auto-Pay Online	FREE	eCheck from your checking account	YES. Amount of bill is automatically deducted from your checking account	Water & Sewer Commission
C2 Pay Online	\$2.99 per transaction	VISA, MasterCard, Discover, eCheck from your checking or savings account	NO. You control payment online.	Payment Series Network
C3 e-Pay Online	Starts at \$1 and up per transaction	MasterCard, Discover, American Express	NO. You control payment online.	e-pay

Questions?

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

Freeport Water and Sewer Utility Bill View and Payment Options — *What Would You Like to Do?*

Would you like to view your bill online?

A
View my bill online

Viewing your bill online is a **FREE** service provided by:

You can view online **without changing the way you pay.**

Go to **www.cityoffreeport.org**

- Click "Utility Bill Options" under Quick Links on the right side of the page.
- On the Water & Sewer Home page, under Utility Bill Options, choose "View my bill online"
- You will go to our payment processor's website to register
- You will get an email each time your bill is ready to view.

Freeport Water and Sewer Utility Bill View and Payment Options — *What Would You Like to Do?* (continued)

Would you like to pay your bill by phone or online? You have four options.

B By Phone: call 1-877-885-7968

Payment processing provided by: **PSN**
\$2.99 fee per transaction

Call 1-877-885-7968 to make a payment. Have your account number ready. Payment can be made by credit card or eCheck. This is **not automatic**.

C1 Auto-Pay Online – Checking or Savings Accounts

Payment processing provided by: **PSN**
Auto-Pay Online is easy and FREE.

Auto-Pay is easy to set-up. All it requires is a **financial institution checking account and a phone call** to the Freeport Water and Sewer Commission Office.

Follow this three-step process.

1. Call the Freeport Water and Sewer Commission Office at 815-233-0111.
2. Provide this information:

Water and sewer customer number (located upper right corner)

CUSTOMER NUMBER	123456789-01
BILLING DATE:	04/15/2013
AMOUNT DUE	\$50.14
AMOUNT PAID	

MAKE CHECK PAYABLE TO:
FREEPORT WATER & SEWER

Due Date: 04/30/2013
 After Due Date \$52.56

SERVICE ADDRESS: 123 ABC STREET

Bank routing number Personal bank checking account number

FOR _____

⑆123456789⑆ 9876543219⑆ 012

3. Enjoy the convenience of automatic payment of your water and sewer bill each month.

And remember—you can always view your bill online, at any time, for FREE. See **Option A**.

C2 Pay Online


Payment processing provided by: **PSN**
\$2.99 fee per transaction

Pay Online allows you to make your monthly payment with a credit card, or an electronic checking or electronic savings account.


Pay Online is easy to set-up but **not automatic**. You will access the Pay Online website to manually schedule/make an electronic payment. Follow these easy steps:

Go to **www.cityoffreeport.org**

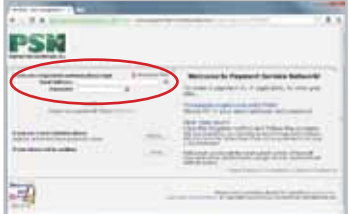
1. Click “Utility Bill Options” under Quick Links on the right side of the page.



2. On the Water & Sewer Home page, under Utility Bill Options, choose “Pay Online”



3. Log into the payment processor’s website to schedule/make your payment.



And remember—you can always view your bill online, at any time, for FREE. See **Option A**.

C3 e-pay Online – Debit or Credit Card


Payment processing provided by: **PSN**
Fees starting at \$1.00 and up per transaction

e-pay Online allows you to make your monthly payment with a credit or debit card.


e-pay Online is easy to set-up but **not automatic**. You will access the e-pay Online website to manually schedule/make an electronic payment. Follow these easy steps:

Go to **www.cityoffreeport.org**


1. Click “Utility Bill Options” under Quick Links on the right side of the page.



2. On the Water & Sewer Home page, under Utility Bill Options, choose “e-pay Online”



3. Log into the payment processor’s website to schedule/make your payment.



And remember—you can always view your bill online, at any time, for FREE. See **Option A**.