

## **Information Reference Guide for Online Bill**

### **Phone Numbers for Customers**

To Make Payments	1-877-885-7968	Need utility account number
Customer Service	1-866-917-7368	Live representatives Monday to Friday, 8:00 am to 5:00 pm CST

### **Customer Passwords**

- Clintonville Utilities does not have access to any customer passwords
- Forgotten Passwords
  - There is a “Forgot Password” button they can click to generate a new password that will be sent to their primary email.
  - If they need to speak to a PSN representative to reset their password, they can call customer service at the 1-877-885-7968 and a representative will assist with their password needs.

### **Fees**

- Online payments by checking/savings accounts are FREE
- Telephone payments have a \$2.99 convenience fee for each \$300 payment
  - This fee goes directly to the credit card processing companies
  - Clintonville Utilities does not keep any portion of the fee

### **Payments**

- Online payments are FREE for customers
  - Payments from checking or savings accounts
  - Maximum amount: \$10,000
- Phone Payments - \$2.99 fee for every \$300 payment
  - Payments from checking or savings accounts, Visa, MasterCard, Discover credit cards
  - Maximum checking/savings payment: \$10,000
  - Maximum credit card payment: \$300

### **Setting up Auto Pay Online**

- Customer must choose a date they would like the payment deducted from their bank account
  - Closer to the Due Date is better
- Customer may choose to pay an amount OR choose the button to “Pay Balance in Full”

### **Payment Reminder for Customers**

- It is important for the customer to click on the “Submit Payment” button to complete payment

### **Customer Registration**

- The link to register is on the City’s website, [www.clintonvillewi.org](http://www.clintonvillewi.org)
- Click on the green dollar sign in the envelope icon



### **Payment Processing Partner**

- Payment Service Network (PSN)