

## UTILITYCONNECT PAYMENT PORTAL FAQ'S

### **What is this new payment portal - Citizen Portal?**

Citizen Portal is an online payment portal that we have partnered with Paya, a Nuvei company, for our utility bill payments. You access your account from this website: <https://cityofwillowriver.payacp.com/home>

### **Where can I learn more about Paya?**

Simply visit [www.paya.com](http://www.paya.com) to learn more about our new vendor!

### **Do I have to create a new account in Citizen Portal to make a payment?**

No, you can use the Guest Pay option to make a payment without logging in:

<https://cityofwillowriver.payacp.com/guestpay>

### **How can I see my full billing and payment history?**

To see all your billing and payment history, you will need to Register, and then Login to your account.

You can Register here: <https://cityofwillowriver.payacp.com/portal/signup>

You can Login here: <https://cityofwillowriver.payacp.com/portal/login>

### **If I was previously enrolled in Autopay, do I need to re-enroll in the new portal?**

Yes, Autopay does not carry over, so you will need to enroll in Auto Pay once you create a new account in Citizen Portal (see above).

### **Are there fees associated with making a payment through the Portal?**

Yes, there are processing fees that will be assessed. Those fees are: **4.5%** of payment amount for credit/debit card transactions and a flat fee of **\$1.99** per transaction for bank account (ACH) transactions. These fees also apply to any auto-payments that are made.

### **What payment methods can I use?**

You can pay your utility bills with a credit/debit card, or through a checking or savings account. We also offer an Autopay or a Text & Pay option that allows you to use your preferred method of payment.

### **What information is available in the Portal?**

Account balance, bills and payments history, are available as well as the ability to enroll in Autopay or Text & Pay. Portal users can also see their current billing address on file, as well as update their phone number and email address on file.

### **Do I need to pay my bills from my computer?**

No - You can pay your bill from anywhere in the world! All you need is a device with access to the internet. From the Citizen Portal Home Page, you can utilize the Guest Pay option, or login to the Portal – where you can also save your payment method for future use!

### **How do I know the payment went through?**

After you complete the transaction, you will receive a Payment Confirmation on the next screen as well as a receipt emailed or texted, your preference.

### **What payment options do I have?**

We work to ensure you have a variety of payment options available at home or on the go. You can pay online with any browser from a laptop, PC or Phone, take advantage of our Autopay and Text & Pay options, or contact our Live Call Center where an agent will assist you over the phone. Live agent support is available 8am-5pm Central, Monday through Friday.

### **Is my information safe?**

Absolutely. All the transactions are handled on secure servers and are fully PCI compliant (Standards set for ensuring secure transactions). What is PCI Compliance? [Click here to read more.](#)