



CITY OF AURORA WATER/SEWER CUSTOMERS

~ NEW & IMPROVED BILL PAY SERVICE ~

Conveniently view and pay your water/sewer bill online, set up automatic payments, go paperless and more with our new and improved payment service. It's simple, safe and secure.

IT'S EASY AS 1 - 2 - 3!

<p>Access your account anytime, anywhere</p> <ul style="list-style-type: none"> • Make a payment online, by phone or by text with Credit/Debit card or eCheck • Go paperless – receive bills, reminders and receipts via email • No registration required for one-time payments • Pay by Text – sign up to get text notifications about your bill and have the option to pay through text • Set it and forget it – save time and avoid late payments with Auto Pay • Control the timing of your payment – schedule a payment for a future date 	<p>Your Payment Options</p> <div data-bbox="846 888 963 972"></div> <p>PAY ONLINE www.auroraoh.com</p> <div data-bbox="867 1041 956 1146"></div> <p>PAY BY PHONE Check your balance or make a payment 24/7. (855) 948-1922</p> <div data-bbox="883 1203 948 1308"></div> <p>PAY BY TEXT Get text notifications about your bill and make a payment 24/7.</p>			
<table border="0"> <tr> <td data-bbox="167 1423 552 1486"> <p>1 Go to the payment portal and locate your bill.</p> </td> <td data-bbox="623 1423 995 1524"> <p>2 Enter your payment information. Review and submit your payment.</p> </td> <td data-bbox="1066 1423 1403 1560"> <p>3 Receive an email confirmation of your payment amount and payment date.</p> </td> </tr> </table>		<p>1 Go to the payment portal and locate your bill.</p>	<p>2 Enter your payment information. Review and submit your payment.</p>	<p>3 Receive an email confirmation of your payment amount and payment date.</p>
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Go to www.auroraoh.com to get started.

When you go paperless – you help the environment.

WE ACCEPT...



Convenience fees apply when you pay by

Debit/Credit: \$3.95 per transaction (\$350.00 max per transaction)

Pay by phone: \$.95 additional charge

FREQUENTLY ASKED QUESTIONS



Using the System

Do I have to enter an email address to make a payment?

Yes, an email address is required so the payment confirmation can be delivered to your email inbox.

Do I need to register to pay a bill?

No, registration is not required for one time payments. However, by registering you'll be able to view prior history, set up automatic payments and store payment information, if desired.

I forgot my password, how do I access my account?

Click on "Forgotten Password?" at the bottom of the login screen. You will need your account number and email address to retrieve your password. If you're unable to locate this information, you may call us and after verifying your identity, then we'll be able to assist.

Payment

What are the fees to use Invoice Cloud?

To pay a bill using your checking/savings account there is NO CHARGE.

To pay a bill using a credit/debit card there is a fee of \$3.95 per transaction and a maximum payment limit of \$350.00. For example, to pay a bill that is \$500.00, you would need to process two transactions. One for \$350.00 and one for \$150.00. Each transaction will be assessed a \$3.95 fee. **Note:** An additional fee of \$0.95 is added when paying by phone, with any method of payment.

How will I know that my payment has been accepted?

After you submit your payment, you will see a payment confirmation screen. You will also receive a confirmation email after your transaction is submitted.

Can I use more than one payment method per transaction?

Yes, you may use one payment method for part of the transaction and another payment method for other parts of the transaction.

How do I change my account information?

Simply log into your account and change any of your personal information under the My Profile tab.

If I choose not to use Invoice Cloud, what other payment options are available?

Check payments can be mailed, walked-in or put in our night-drop box located at the entrance at 158 W Pioneer Trl. **Note:** Payments using a credit/debit card will only be accepted through Invoice Cloud. Cash payments should be made in-person in our office.

Advanced Features

What is AutoPay?

AutoPay is a convenient option in which bills will be paid automatically each billing cycle on their due date using your default credit card or bank account. Login to your account and click on AutoPay to enroll. A confirmation email will be sent to complete your enrollment.

Can I cancel AutoPay?

Yes, simply login to your account and click on AutoPay. Next select Edit, change the status to "No, I do not want AutoPay" and save.

I'm signed up for AutoPay but do not see anything showing under "Upcoming Scheduled Payments."

The AutoPay date will not appear on the home page under Upcoming Scheduled Payments. However, when on the Scheduled Payments page, AutoPay will show.

What is the difference between AutoPay and a scheduled payment?

AutoPay is an automated process which pays your balance in full each billing cycle on the due date. Scheduled payments are manually entered by you for the date you choose.

What is Pay by Text?

Pay by Text is a convenient way to pay your bill by text message. When signed up for Pay by Text, bill notifications will be sent by text message (this is in addition to email notifications) and you will then have the option to pay via text message with your default payment method by simply replying. You may enroll in Pay by Text when making an online payment or by accessing your account and selecting the Pay by Text option. A confirmation text will be sent to complete your enrollment.

Security

Is my information secure?

Invoice Cloud uses the highest standards in Internet security. Account information displayed within the payment portal is truncated to protect confidential data. Any information retained is not shared with third parties.