



Credit Card Payments through Citizen Self Service Frequently Asked Questions

Q: What payment options are available through Citizen Self Service?

A: You can pay your utility bills by credit or debit card, eCheck, or PayPal.

Q: Is there a fee to pay my bill through CSS?

A: If you pay with a credit, debit card, or PayPal, there is a fee of \$3.39 per transaction. For eCheck payments, there is a \$1.73 fee per transaction.

Q: Do I have to pay my water, sewer and refuse bills separately?

A: No. The bills can be added to the cart and paid together as long as the total does not exceed \$500.

Q: What if my water, sewer and refuse bills exceed \$500 transaction limit?

A: You will need to process more than one transaction to pay your bills and pay an additional transaction fee if applicable.

Q: Can I pay partial amount on a bill?

A: Yes. You can edit the amount being paid during the checkout process.

Q: Can I pay in advance for my bills?

A: Yes. You can edit the amount being paid during the checkout process.

Q: Can I set up automatic payments?

A: No. We do not have automatic payments currently.

Q: Can I pay bills that are late?

A: Yes if they are not in collections.

Q: Can I pay a bill that has gone to collections?

A: No. Bills in collections must be paid directly to Portnoff Law Associates.

Q: How long will it take to process my online payment?

A: Payments are typically processed twice a week.