

The City of Soldotna is pleased to announce its partnering with Xpress Bill Pay, the premier provider of online bill payment services. This partnership allows the City to provide our customers more payment options, greater flexibility, and time savings.

Customers can now pay their utility bill with credit card, debit card, or by e-check. This can be done at City Hall, over the phone, or online. Payments can be a single one-time payment or can be set up to be recurring. There is no cost to sign up for the online service. Once you've created an account, you can log on at any time to view and pay your bills, set up recurring payments (auto pay), change your payment method, etc. Additionally, you will receive an email each month to let you know your bill is available online.

If payment is made by credit card or debit card, a 3% fee will be added to your payment. There is no fee to pay by e-check.

#### **Signing up for an account is easy...**

- 1) Go to [www.XpressBillPay.com](http://www.XpressBillPay.com) or click the link from the City of Soldotna website [www.soldotna.org](http://www.soldotna.org)
- 2) Follow the instructions to create an account. You will need a valid e-mail address to set this up. You will receive an email confirming your account set up.

#### **Q&A about this service....**

##### **Q: What is Xpress Bill Pay?**

**A:** Xpress Bill Pay is the company the City has partnered with to provide bill payment services. You can access your account from their website, [XpressBillPay.com](http://XpressBillPay.com) or from the link on the City's website at [www.soldotna.org](http://www.soldotna.org)

##### **Q: What payment choices do I have?**

**A:** You can pay your bill with a credit card, debit card, or by e-check (transfer of funds directly from your bank account).

##### **Q: Does this service cost anything?**

**A:** There is no charge to sign up for an account. There is a 3% service fee to pay with credit or debit cards. There is no fee to pay by e-check.

##### **Q: What other information is available?**

**A:** Signing up for an account allows you to view your utility account online, viewing up to one year of history on your account. This will allow you to compare your current bill to your bill a year ago. (Note: Information has been put online beginning with the January 2014 utility statement. Therefore you will not be able to view a year of history until January 2015).

##### **Q: How do I know my payment went through?**

**A:** After you complete your transaction, you will receive an email receipt confirming that your payment went through. If you set up recurring payments, an email receipt will be sent after each transaction has processed unless you disable this notification.

##### **Q: Is my information safe?**

**A:** Absolutely. All the transactions are handled on secure servers. As long as you keep your password safe, only you will be able to access your account. Additionally, your personal information or email address will not be sold or rented to third parties.

##### **Q: Can I pay with my card or by e-check at your office or over the phone?**

**A:** Yes. There is a 3% fee on credit and debit card payments. There is no fee to pay by e-check.

##### **Q: Can I pay with my card or by e-check for other items or services at City Hall?**

**A:** Yes. You can pay with credit or debit card or by e-check for permits, animal control licenses, and any other charges at City Hall. There is a 3% fee on all credit and debit card payments. There is no fee to pay by e-check.

##### **Q: Can I pay with my card or by e-check at other City Buildings?**

**A:** Not at this time.