

Water and Sewer Payments Frequently Asked Questions

- **On-line payments will be accepted starting March 31, 2008**
- Which credit cards can be used to pay my Utility Bill?
 - American Express
 - Visa
 - Master card
 - Discover card
- What is the maximum amount that I can pay on-line using my credit card or electronic check (eCheck)?
 - If you are using a credit card, the maximum amount for one payment is \$400.00. You can make multiple payments, but you will be charged the convenience fee for each payment. This is not a Town of Manchester policy, but is regulated by the payment processing company.
 - If you are making an eCheck payment, you may pay the full amount of your invoice without restrictions. The appropriate convenience fee will be applied. See below for convenience fees.
- What are the convenience fees?
 - Credit card fees are \$4.50 per transaction.
 - eCheck fees are \$3.00 for payments less than or equal to \$10,000.
 - eCheck fees are \$5.00 for payments greater than \$10,000.
 - There is a \$5.00 fee for transactions returned due to insufficient funds.
- When will I see my payment deducted from my balance due?
 - Payments made today, will be processed the next business day and your balance will be updated by 5:00 p.m. If your payment is made on Friday-Sunday or a holiday, then it will be processed on Monday or the next business day.

- Do I have other payment options available?

Yes. The options are:

- Mail your payment (by check or money order to the address listed on your utility bill).
 - Place your payment in the drop box located behind Town Hall (by check or money order).
 - Pay in person at the Collectors Office in Town Hall during regular business hours (by cash, check, money order, debit card or Discover card only).
 - Pay in person at the Water Department Customer Service Department located at 125 Spring Street during regular business hours (by check or money order).
 - Pay in person at any Manchester New Alliance Bank Branches (by cash, check, money order or debit card).
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- Where can I find general information regarding rates and usage?

<http://www.townofmanchester.org/Water/>

- What is the direct URL for making on-line payments?

<https://selfserve.townofmanchester.org/mss/>