

Q. Why do I have to re-sign up for auto pay? Why can't you just transfer my information?

A. The City of Madison is converting to a PCI compliant (payment card industry data security standard) payment vendor. The safety and security of your personal information is of utmost importance to the City. Transferring your information from our old system to the new system is not secure and not an industry best practice. If you find it difficult to sign up, we are offering a kiosk at the Water Utility (119 E Olin Ave) and a Customer Service Representative (CSR) will walk you through this process. You can also access a computer at any of the Madison Public Libraries and we have a set of step by step instructions available to guide you.

You are always welcome to pay by mail or drop your payment off in person at the Madison Water Utility or the City Treasurer's Office.

Q. Are there fees involved with auto pay?

A. If you set up your auto pay using a checking or savings account, there are no service fees. If you use a credit or debit card, you will be charged \$2.95 per payment. There is a \$500 max limit for credit card payments.

Q. Are my Bill Consolidator (BC) payments still going to go through?

A. Yes, but it would be very helpful if you are using your customer number for your BC payment if you would update the customer number.

Q. Is there any way I can sign up for auto pay without using the computer? I used a paper form before.

A. To ensure the safety of your personal information, all customers must sign up for auto pay themselves. We have a computer kiosk available at the Water Utility for all customers to use to sign up. A CSR will walk you through this process. You can also access a computer at all Madison Public Libraries and we have a set of step by step instructions to guide you.

Q. Why is the City switching billing systems?

A. We are changing to a billing system that directly integrates with our current financial ERP system. This allows us to see all utility information in real time. We are also changing our payment provider to a provider that is PCI compliant.

Q. Will my auto pay start right away with my current balance?

A. You will have an option when enrolling in auto pay to pay your current balance if you would like. If you select this option you will be charged a service fee on the payment of the current balance if you use a credit card. If you do not select to pay the current balance, this amount will be paid when your next bill is processed with no service fee and no late fee on Municipal Services bills with due dates of December 1, 2022 through December 31, 2022.

Ways to pay and Associated Fees:

No fee for in-person debit/credit card, cash or check payments. No fee for auto pay using a checking or savings account.

\$2.95 fee for online one-time credit/debit card payment (\$500 max payment if using a credit card. No max for debit card).

\$2.95 fee **per payment** for auto pay using a credit or debit card (\$500 max payment if using a credit card. No max for debit card).

\$2.95 fee using a credit/debit card over the phone (IVR). \$500 max payment if using a credit card. No max for debit card.

*Please call **608-266-4641** if you have further questions.*