

The Springfield Water and Sewer Commission is pleased to announce that beginning May 1 customers will have access to their water account information online. Customers can look up the current bill, sign up for paperless billing and make payments through the new web portal. The convenience fee for credit card payments will increase from the current \$1.00 per transaction to \$2.75 per transaction and customers will also have the option of making an ACH (electronic check) payment for the same convenience fee. Customers having multiple bills will be able to pay all accounts within one transaction and thus be charged only one convenience fee. Fee free payment options are mailing or dropping off checks, money orders or cash at the office. We urge customers to take advantage of their bank's bill pay options as well because online bill payments received from banks will also be fee free. All customers currently on our bank draft plan will remain as such and this option is also fee free. **Customers currently on our bank draft plan do not need to register for online bill pay as this would cause duplicate payments.** Beginning in May the portal will store your monthly bill history and will hold up to 24 months' history. You may also store your methods of payment with the assurance that the information is not visible to office staff and is stored double encrypted offsite. Registration is free but you will need to know your account number for the initial registration. Access to the portal will be through our current website, [www.springfieldwater.org](http://www.springfieldwater.org), and once you select the link to view account or pay your bill you will be redirected to the new portal. We will also be adding a 24 hour toll free number by which to make payments on accounts (convenience fee applies to these as well). We look forward to serving our customers better. Feel free to call the office at 859-336-5454 or toll free 888-335-5454 with any questions you have regarding this new service.