

## FAQ'S FOR OUR NEW PAYMENT PORTAL!

### **What is this new payment portal - Citizen Portal?**

Citizen Portal is an online payment portal that we have partnered with Paya, a Nuvei company, for our utility bill payments. You access your account from this website, <https://townsendmontana.payacp.com/home>

### **Where can I learn more about Paya?**

Simply visit [www.paya.com](http://www.paya.com) to learn more about our new vendor!

### **If I had an account with Certified Payments, do I have to create a new account in Citizen Portal?**

Yes, the accounts do not carry over, so you will need to go through the quick and easy process of creating a new account in Citizen Portal. To do so, please visit <https://townsendmontana.payacp.com/home>

### **Does it cost anything to sign up for online bill payment?**

It's free to sign up for online bill payment, enroll in Auto Pay, Text N Pay or e-billing.

### **If I was previously enrolled in Auto Pay, do I need to re-enroll in the new portal?**

Yes, the auto pay does not carry over, so you will need to enroll in Auto Pay once you create a new account in Citizen Portal (see above). Or, you can call the Paya Portal Support Center at (855) 327-3170 and they can assist you.

### **Are there fees associated with making a payment through the Portal?**

Yes, there are processing fees that will be assessed, which are lower than our previous payment portal. Those fees are: 2.75% for credit card transactions and a flat fee of \$1.95 for ACH transactions. These fees also apply to any auto-payments that are made. **Please note:** there is no additional fee assessed if you call the Paya Support Center.

### **What payment methods can I use?**

You can pay your utility bills with a credit or debit card, or through a checking or savings account. We also offer Auto-Pay and Text & Pay programs that allow you to use your preferred method of payment.

### **What information is available in the Portal?**

Account balance, bills and payments are available as well as the ability to enroll in Auto-Pay, e-Billing, and Text & Pay. Portal users can also see current billing address, phone number, and email address that are on file with us.

### **Do I need to pay my bills from my computer?**

Not at all. You can pay your bill from anywhere in the world! All you need is access to the Internet through a Web browser. You then log in to your account using your e-mail address and password. No need to worry about late payments if you're out of town when your bill is due. AND – if you enroll in Text N Pay, you can make a payment right through your cell phone!

### **How do I know the payment went through?**

After you complete the transaction, you will receive a Payment Confirmation on the next screen as well as a receipt emailed or texted, your preference.

### **What payment options do I have?**

We work to ensure you have a variety of payment options available at home or on the go. You can pay Online with any browser from a laptop, PC or Phone, take advantage of our Auto-Pay option or Text n Pay, or contact our Live Call Center where an agent will assist you over the phone. Live agent support is available 8am-5pm Central, Monday through Friday.

### **Is my information safe?**

Absolutely. All the transactions are handled on secure servers and are fully PCI compliant (Standards set for ensuring secure transactions). What is PCI Compliance? [Click here to read more.](#)