

## Bend adds online debit, credit card payment option for utilities

*by Bend\_Weekly\_News\_Sources*

In an effort to provide better online service to its residents, the City of Bend has announced it is accepting debit and credit card payments online for utility payments on customer utility accounts. The City will accept MasterCard and Visa credit cards, as well as debit cards bearing the MasterCard or Visa logo. To utilize the online payment program, customers should use the City's web site at [www.ci.bend.or.us](http://www.ci.bend.or.us) and log on to "Click2Gov." To access the program, customers should check their utility bill statements for their Click2Gov Internet pin number. This pin number will provide online access to customer utility account information, billing history and consumption summaries. "Our customers have been requesting an online payment service for their utility payments, and we've been listening to them. We've been working on this process for the past six months, and we're now excited to offer this fast, reliable and convenient way to pay monthly utility bills. It's a 365-day around the clock service to our customers," said Kaye Packebush, the City of Bend's Accounts Receivable Supervisor. The on-line payment program provides another payment option to Bend utility customers and will also reduce staff time spent on walk-in and phone-in payments, freeing up staff to work on other finance services. In December of 2005, the City began accepting Visa and MasterCard for various payments at the City Hall payment counter and over the phone. The online credit card payment service is another step in the City's plans to provide the best possible services to its residents. Credit card payments for utility payments can also be made at City Hall at the Permits Customer Service counter or over the telephone by calling 388-5515 from 7:30 a.m. to 5:00 p.m. Utility payments can also be paid with cash, checks or money orders at City Hall. The City will continue to offer its bank draft service, which seems to be the most preferred form of utility payment at this time. Under this payment option, the customer's bank account is drafted for the amount billed on the monthly utility statement. The draft occurs on the due date of the billing. This free automatic payment option also provides for the timely and convenient payment of city utility services. Customers can also call 388-5515 for more information on logging onto Click2Gov or to learn about other payment options.

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