

Introducing uPay-byPhone

You can now pay your utility bill by phone. All you need is a phone, either a landline or cell. It's simple and convenient. Please see below for additional information.

- You can pay by credit card, debit card, or checking account.
- You will need to provide your 15 digit utility account number.
- Make a note of the confirmation number you will be given when you complete the payment transaction.

uPay-byPhone Q & A

Is there an additional charge to use the pay by phone service? **The processing charges for these payments are the same as online payments.** A 5% fee for debit/credit card transactions and a \$1.00 fee for ACH transactions are paid directly to the processors who provide this service.

What information do I need to make a payment by phone? You need your 15-digit utility bill account number (i.e.: 60XXX-XXXXXXXXXX) and the numerical portion of your service address.

Can I check my account balance? Yes, the system will inform you of the account balance.

How long will it take for my payment to post? Please allow 24-48 hours for credit and debit card payments. E-checks may take up to 72 hours to post to an account.

Will I receive a confirmation number? Yes, when the payment transaction is completed you will receive a confirmation ID. Make sure to keep this confirmation ID for your records.

Can I speak to a representative? No, this is an automated system only. If you need to speak to an agent, contact customer service at 281-579-4500.

To start paying your bill via **uPay-byPhone**,

Call: 281-579-4500 and dial 1

OR

Call toll free: 1-800-441-4501