



Paymentus: Third Party Payment Processor

Rogers Water Utilities utilizes a secure, convenient and user-friendly online payment system for our customers. The interface provides benefits to customers, by enabling them to pay their bill faster, easier, more conveniently and securely.

Features include: a “Pay Now” feature that allows for quick payment without having to register an account, registered account capabilities including view and pay accounts and view payment history, and the ability to securely save your payment information and schedule automatic payments using your credit or debit card.

Additionally, payments may be made using the automated phone payment system with features such as quick account balance review, payment with a credit card, debit card, or eCheck and an easy-to-use call flow.

Payments made online and over-the-phone will incur a convenience fee as established by our third party bill-pay vendor, Paymentus, to cover the cost of their service. Paymentus accepts Visa, MasterCard, Discover and electronic checks. Payments made in our office will not incur a convenience fee.

<u>Account Type</u>	<u>Paymentus Fee per Transaction</u>
Residential Customers:	\$ 1.75 flat fee (\$ 200 maximum)
Commercial Customers:	\$ 3.30 flat fee (\$ 350 maximum)
Industrial Customers:	\$ 90.00 flat fee (\$ 8,000 maximum)
Other Payments:	\$ 9.75 flat fee (\$ 1,200 maximum)

Paying via credit/debit card, eCheck, or bank account with Paymentus will incur convenience fees. Alternatively, no-cost payment options are available and include RWU auto-draft by bank account, payment by mail, or payment in our office.

Customers can enroll in RWU auto-draft by bank account (not through Paymentus) by visiting www.rwu.org, click “My Account,” enter your account number, click “Auto-Draft” and enter your bank account information.