

## Utilities Payment Methods

### Water & Sewer Utilities Billing Office

172 N 2<sup>nd</sup> Street

Decatur, IN 46733

Phone: (260) 724-7171 Fax: (260) 724-7213

Hours: 8:00 a.m. – 4:30 p.m., Monday through Friday

Decatur Water & Sewer Utilities Billing Office has several easy ways to make your monthly Water & Sewer payment.

### Debit Authorization

By completing a simple application, residents can have their monthly water/sewer bill automatically deducted from their checking account. To receive an application, call (260) 724-7171 or pick one up when visiting the Utility Office, 172 N 2<sup>nd</sup> Street. There is no charge for this service.

### 24-hour Payment Drop Box

For your convenience, the Water & Sewer Utilities Billing Office has a 24-hour payment drop box. It is located in the parking lot behind City Hall. PLEASE DO NOT DEPOSIT CASH IN THE BOX. When paying by cash, please go into the office during business hours. Payments in the box before 7:45 a.m. Monday through Friday will be posted the same day.

### Credit/Debit Card

Residents also may pay by credit or debit card. There are fees associated with the process:

- If you pay at the Utility Office (172 N 2<sup>nd</sup> Street), there is a 3% convenience fee with a minimum charge of \$2.00.
- If you pay over the phone (260-724-7171), there is a 3.95% convenience fee with a minimum charge of \$2.50.

### Online Billpay

If you have Billpay services established through your bank, you can set City of Decatur Utilities up as payee.

### Walk in Payments

**If a customer has had their water turned off for non-payment,, the total balance must be paid by cash, cashier's check, money order or by credit/debit card (convenience fees apply) in order to be reconnected.**