



WATER UTILITY

WEST BEND WATER UTILITY

Convenience Fee for Electronic Payments of Utility Bills

Updated Transaction Fee Rates - Effective September 1, 2021

Convenience fees for electronic payment of utility bills are the responsibility of the customer. The fee schedule for electronic payments is as follows:

ON-LINE:

- A convenience fee of 3.00% (plus \$.50 if under \$100.00) will apply to credit/debit card payments.
- A convenience fee of \$1.10 will apply for electronic checking/savings payments.

VIA PHONE:

- A convenience fee of 3.00% (plus \$.50 if under \$100.00) will apply to credit/debit card payments.
- A convenience fee of \$1.10 will apply for electronic checking/savings payments.
- If requiring operator assistance to make a payment, an additional service charge of \$2.75 will apply.

FINANCE DEPARTMENT:

- A convenience fee of 2.75% will apply for all transactions over \$38.00.
- A convenience fee of \$1.00 will apply for transactions under \$38.00.

These fees are paid directly to the credit card vendor.

The West Bend Water and Sewer Utilities **do not** receive any portion of these fees.

Customers still have the option to pay in person with cash, check or money order for no additional fee. Payments can be made via the postal service or in person at the following location:

- City of West Bend - Finance Department
1115 S. Main Street
West Bend, WI 53095

To make a payment using a credit card or electronic checking/savings payment, please visit our website at www.ci.west-bend.wi.us or call 1-877-885-7968.

If you have any questions, please contact our office at (262)335-5040.