

# ONLINE BILL PAY ~ with PAYMENT SERVICE NETWORK (PSN)

With Online Bill Pay – you can check your balance and pay your water bill by check or credit/debit card at your convenience. You can manage your account anytime and from anywhere.

- FREE SERVICE with checking account routing and account number - processed thru their website.
- Using a credit/debit card entails a small service fee and requires a call to PSN at 877.885.7968.

## ONLINE BILL PAY HELPFUL HINTS:

- When setting up your account for the first time - follow the prompts and allow the system to refresh at each step. Rushing it, will delay the entire process.
- If setting up “Recurring” or “Auto Pay” – leave the “End Date” blank.
- Provide your email address, so they can send you receipts and you’ll know it’s paid.
- Don’t forget your PASSWORD....
- If you are experiencing difficulty setting up or updating your Online Pay account - call PSN’s Help Desk at 866-917-7368.
- If you need to make a credit/debit card payment - call PSN’s Payment Center at 877-885-7968.

## NOTE:

- The folks at PSN are very helpful and will take good care of you.
- If PSN is unable to help you, call the SBWSC office for assistance.