



# WATERTOWN MUNICIPAL UTILITIES

901 - 4TH AVENUE SW • WATERTOWN, SD 57201-4107

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WWW.WATERTOWNMU.COM

January 17, 2023

Dear Watertown Municipal Utilities Customer,

**RE: Credit Card Provider Change**

**Effective January 25, 2023, we will be switching our credit card payment provider from Payment Service Network (PSN) to Paymentus.**

If you wish to continue to pay your utility bill using a credit card, please follow these steps:

1. Contact PSN to stop your recurring/scheduled payment by going online to [www.paymentservicenetwork.com](http://www.paymentservicenetwork.com) or by calling 1-877-885-7968. PSN will no longer accept payments after March 9, 2023.
2. Contact Paymentus to set up recurring/scheduled payments by using the following instructions (**please note this option will not be available until January 25, 2023**):
  - Go to [www.watertownmu.com](http://www.watertownmu.com)
  - Hover over the Customer Service tab (a dropdown box will come up)
  - Click on Payment Options
  - Scroll to Option 3: Credit Card Payment
  - Click on First Time User, which will direct you to Paymentus to create an account (you will need your account number from your utility bill).

**Here are some more important things to know about our new credit card provider, Paymentus:**

- Customers who choose to pay their utility bill with Paymentus will be charged a transaction fee of \$2.95 for every \$400.00 payment.
- Paymentus accepts VISA, MasterCard, Discover, American Express, E-check, and Amazon Pay.
- Customers can also make a credit card payment via phone by calling 1-888-598-9820 (you will need your account number from your utility bill).
- **Watertown Municipal Utilities now accepts credit card payments in our front office lobby (this option is not available in our drive-up).**

Customers can also make utility bill payments directly from a checking or savings account by ACH. ACH payments are **FREE** and are automatically withdrawn on the due date. If interested in ACH payments, please return the attached form with a voided check before the 15<sup>th</sup> of any month to start automatic withdrawal of the payment the following month.

Please feel free to contact any of our Customer Service Representatives at (605) 882-6233 with questions.

Sincerely,

Gina Brown

Customer Service, Billing & Collections Supervisor