

Information Reference Guide for Online Bill

Phone Numbers for Customers

To Make Payments	1-877-885-7968	Need utility account number
Customer Service	1-866-917-7368	Live representatives Monday to Friday, 8:00 am to 5:00 pm CST

Customer Passwords

- Clintonville Utilities does not have access to any customer passwords
- Forgotten Passwords
 - There is a “Forgot Password” button they can click to generate a new password that will be sent to their primary email.
 - If they need to speak to a PSN representative to reset their password, they can call customer service at the 1-877-885-7968 and a representative will assist with their password needs.

Fees

- Online payments by checking/savings accounts are FREE
- Telephone payments have a \$2.99 convenience fee for each \$300 payment
 - This fee goes directly to the credit card processing companies
 - Clintonville Utilities does not keep any portion of the fee

Payments

- Online payments are FREE for customers
 - Payments from checking or savings accounts
 - Maximum amount: \$10,000
- Phone Payments - \$2.99 fee for every \$300 payment
 - Payments from checking or savings accounts, Visa, MasterCard, Discover credit cards
 - Maximum checking/savings payment: \$10,000
 - Maximum credit card payment: \$300

Setting up Auto Pay Online

- Customer must choose a date they would like the payment deducted from their bank account
 - Closer to the Due Date is better
- Customer may choose to pay an amount OR choose the button to “Pay Balance in Full”

Payment Reminder for Customers

- It is important for the customer to click on the “Submit Payment” button to complete payment

Customer Registration

- The link to register is on the City’s website, www.clintonvillewi.org
- Click on the green dollar sign in the envelope icon



Payment Processing Partner

- Payment Service Network (PSN)