

## Please Be Aware Delivery Times May Affect You...

Effective October 1, 2021, the United States Postal Service (USPS) has revised its service standards for certain First-Class Mail items, resulting in a delivery window of up to five days. Please note that this may delay our receipt of payment or mail from you. Please take this change into account when mailing payments to us via USPS or when making payments through your Financial Institute by allowing 7-10 days for receipt or consider using alternative methods.



## Methods of Payments

The City of Streetsboro now provides customers a fast, easy, and safe way to conveniently pay your bills Online. Payment methods include: Visa, MasterCard, Discover, Electronic Check, Apple Pay and Google Pay.

### Other convenient bill pay options include:

- **Pay by phone:** Make a secure payment by phone any-time 24/7. Using your landline or mobile device to pay using our automated system by calling: (844) 943-3983.
- **Pay by Text:** On the go? Sign up to get text notifications about your bill and have the option to pay through text. You may enroll in Pay by Text when making an Online payment or by accessing your account and selecting the Pay by Text option. A confirmation will be sent to complete your enrollment.
- **Pay in Person:** at 555 Frost Road from 8:15am - 4:15pm
- **Mail:** to the City of Streetsboro 9184 St. Rt. 43.
- **Drop Box:** located at the entrance of City Hall - check & money orders are accepted. Drop Box is available 24/7 Please do not leave cash in the drop box.

### More convenient features to pay your bill:

- **Auto Pay:** Even better – don't worry about paying your bill at all, enroll in Auto Pay. Your bills will be automatically paid on the due date of each billing cycle, using your default credit card or bank account. This will avoid any late fees and free you from having to remember when to pay. Login to your account and click on Auto Pay to enroll.
- **Scheduling Payments:** You choose when to pay. Scheduled payments are individual payments that you schedule for any date you designate prior to the bill due date.
- **Paperless:** Go paperless to receive bills, reminders, and receipts via email.
- **Remind Me:** Our Remind Me feature adds an alert to your calendar. You can also get email & text (optional).

### How to enroll:

For more information and enrollment options - please visit [www.cityofstreetsboro.com](http://www.cityofstreetsboro.com) and navigate to "Water Bill Payments."

### Applicable fees:

There is a 2.95% or \$2.95 service fee on non-water payments for making credit card payments on this site. Your card will be charged the higher amount.

For Water Payments, there is a 2.75% or \$2.75 service fee, whichever is the higher amount will be charged.

EFT/ACH payments using your bank account and routing number will be charged a service fee of \$1.50.

In addition, there is a \$0.95 surcharge if the pay by phone feature is used.

### Questions?

Please contact the Streetsboro Water Billing Department with questions regarding Online bill pay at (330) 626-4942 Monday - Friday 8:15am - 4:15pm.

### We accept:

