IN PERSON

NIGHT DEPOSITORY

OFFICIAL PAYMENTS

EPAY

ACH PAYMENTS

BY MAIL

Customer Payment Options
Payment Options Offered

By Mail

• Check

In Person at the Customer Service Counter

• Cash or Check

Through the ACSA Night Depository Box

• Cash or Check

Through Official Payments

• Credit Card

Through ePay

• Debit or Credit Card

Through Automated Clearing House (ACH)

• Auto draft through the banking institution
Approximately 700 payments are received monthly in person or through the night depository (4% of total)

Cash or Check Only

Used by:

- Customers who prefer the in-person communication where they can receive a receipt;
- Customers who have been disconnected and need to make an immediate payment to be reconnected;
- Contractors needing to pay water and/or sewer availability fees;
- Contractors needing to pay a deposit to retrieve a hydrant meter.
Approximately 800 payments are received monthly using Official Payments (4% of total).

- All major credit cards accepted (American Express, Discover, Master Card & VISA)
- To pay, you must navigate to their website at www.officialpayments.com or call them at 1-800-272-9829.
- Payments are typically received by Customer Service the following business day and are electronically imported into the billing system.
- This payment option has a convenience fee, charged by Official Payments, of $3.95, up to a $500 payment.
- This payment option is no expense to the ACSA.
Approximately 1,100 payments are received monthly through ePay (6% of total). Payments submitted through ePay can take up to 3 business days before the ACSA receives the payment. Customer can access through our website. Customer will need account number and will establish and set up their own password.
Automated Clearing House (ACH) Payments

- Approximately 2,100 ACH payments are received monthly (12% of total).
- The bank draft takes place on the billing statement due date.
- The payment is posted to the customer account on the same date it is drafted.
- Customers must complete the application for auto pay which is found on our website and submit it with a voided check.
USPS-received payments are in check form and account for approximately 76% of total payments. Payments are delivered to an onsite mail receptacle. Each payment is manually opened and posted to customer accounts, daily. These payments include bill payments, invoice payments and rental payments.