

**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

Albemarle County Service Authority
198 Spotswood Road, Charlottesville, VA 22911
Phone: (434) 977-4511, Fax: (434) 979-9688, E-mail: customerservice@authority.org

To: _____

ACCOUNT NUMBER: _____ BILLING ID: _____ SERVICE ADDRESS: _____ BILLING PERIOD: _____ METER READINGS: _____

Primary	Secondary	CHARGES PER 1,000 GALLONS	AMOUNT
PREVIOUS PRESENT			
MULTIPLIER CONSUMPTION (GALLONS)			
LAST PAYMENT RECEIVED AMOUNT			
CURRENT CHARGES DUE DATE DISCONNECT DATE			
TOTAL CURRENT CHARGES			
BALANCE FROM PREVIOUS BILL			
ACCOUNT BALANCE			

*Any balance from previous bill not credited to your account by the "Disconnect Date" may subject your account to disconnection. BILLS ARE DUE WHEN RENDERED. TO AVOID INTEREST CHARGES AND PENALTY, PAYMENT OF YOUR ACCOUNT BALANCE MUST BE RECEIVED BY THE DUE DATE.

There is a 10% late payment penalty plus interest charges of 1.5% on all outstanding balances not paid by the due date.

ALBEMARLE COUNTY SERVICE AUTHORITY
198 Spotswood Road
CHARLOTTEVILLE, VIRGINIA 22911
www.serviceauthority.org

ALBEMARLE COUNTY SERVICE AUTHORITY OFFICES ARE OPEN
MONDAY THROUGH FRIDAY 8:00 A.M. TO 5:00 P.M.
SEE MAIN BUILDING

FOR SERVICE AND INFORMATION, PLEASE CALL THE FOLLOWING NUMBERS:
BUSINESS OFFICE: (434) 977-4511
EMAIL: customerservice@authority.org
FAX: (434) 979-9688

If payments are made by mail or by online bill payment services, please allow at least five (5) days for the payment to be credited to your account.

Any balance from previous bill not credited to your account by the "Disconnect Date" may subject your account to disconnection.

There is a 10% late payment penalty plus interest charges of 1.5% on all outstanding balances not paid by the due date.

To Pay by Credit Card
Visit www.offlinepayments.com
or call 1-888-772-7827

Meter readers are not authorized to accept payments.

Counter & Night Depository Payments

- 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.



Official Payments

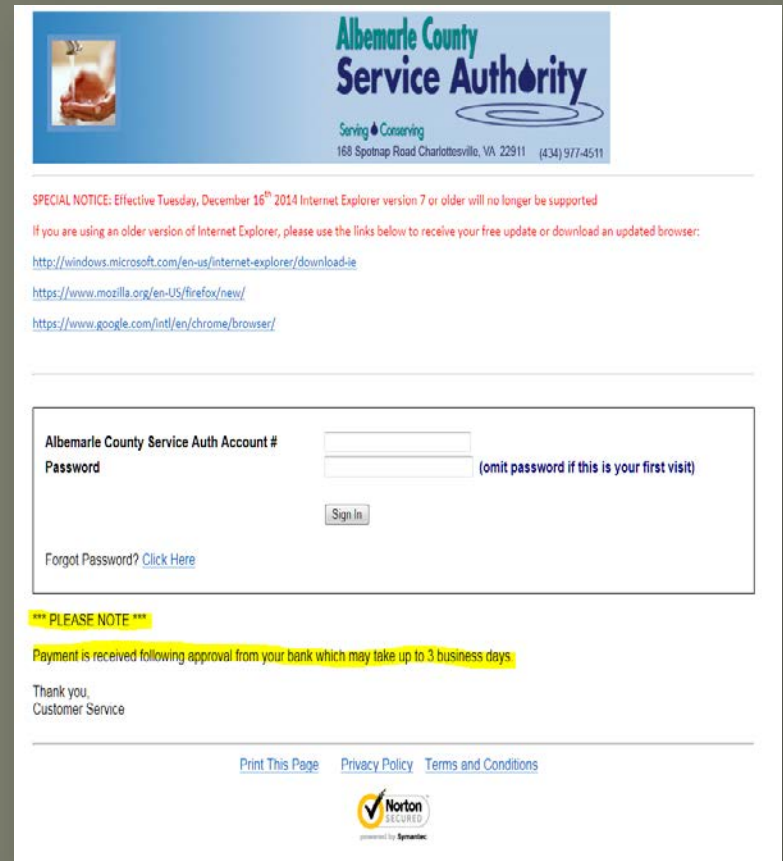
The screenshot shows the Official Payments website. At the top, there's a navigation bar with 'Home', 'Payment Center', 'Help', 'Special Offers', and 'En Espa/ol'. Below this is a 'My Account' sidebar with options like 'Log In (Optional)', 'E-mail Address', 'Password', and 'Submit'. The main content area features a large heading 'Make A Payment. Make It Official.' followed by a sub-heading 'Taxes, tuition, utilities, rent, insurance... that's a lot of bills! Why not let Official Payments simplify your payments? It's fast, easy and secure.' Below this, there are four main categories: 'FEDERAL IRS PAYMENTS', 'STATE PAYMENTS', 'LOCAL PAYMENTS', and 'EDUCATION PAYMENTS'. Each category has a 'Make A Payment' button. To the right, there's a promotional banner for 'California Property Taxes Are Due' with a 'Pay Now' button. At the bottom, there's a 'What's New' section and a footer with various logos including 'Official Payments', 'TRUSTe Certified Privacy', 'IRS', 'MasterCard', 'VISA', 'AMERICAN EXPRESS', and 'DISCOVER NETWORK'.

- 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.



ePay Payments

- 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.



The screenshot shows the login page for the Albemarle County Service Authority. At the top, there is a blue header with the organization's name and logo, along with contact information: "Saving & Conserving", "168 Spotnape Road Charlottesville, VA 22911", and "(434) 977-4511". Below the header, a red "SPECIAL NOTICE" states that Internet Explorer version 7 or older is no longer supported and provides links to download updates for Internet Explorer, Mozilla Firefox, and Google Chrome. The main login area contains two input fields for "Albemarle County Service Auth Account #" and "Password", with a "Sign In" button and a link for "Forgot Password?". A yellow highlighted note reads: "*** PLEASE NOTE *** Payment is received following approval from your bank which may take up to 3 business days". At the bottom, there are links for "Print This Page", "Privacy Policy", and "Terms and Conditions", along with a Norton Security logo.

Albemarle County Service Authority
Saving & Conserving
168 Spotnape Road Charlottesville, VA 22911 (434) 977-4511


SPECIAL NOTICE: Effective Tuesday, December 16th 2014 Internet Explorer version 7 or older will no longer be supported
If you are using an older version of Internet Explorer, please use the links below to receive your free update or download an updated browser:
<http://windows.microsoft.com/en-us/internet-explorer/download-ie>
<https://www.mozilla.org/en-US/firefox/new/>
<https://www.google.com/intl/en/chrome/browser/>

Albemarle County Service Auth Account #
Password (omit password if this is your first visit)

Forgot Password? [Click Here](#)

***** PLEASE NOTE *****
Payment is received following approval from your bank which may take up to 3 business days

Thank you,
Customer Service

[Print This Page](#) [Privacy Policy](#) [Terms and Conditions](#)

powered by Symantec

Automated Clearing House (ACH) Payments

**Albemarle County
Service Authority**
Serving • Conserving

Application for Auto Pay

Auto Pay is a simple way to pay your bill automatically from your bank account and participation is free! If you are interested, please complete this form, sign, attach a voided check, and return it to us at the address listed below.

Please Check One:
Purpose of form New Applicant Change Request Cancel Auto Pay

Customer Name _____ Account Number _____
Service Address _____ City _____ Zip _____
Daytime Phone _____ Email Address _____

Please provide the following information about your bank account:
Name on the Account _____ Bank Name _____
Routing Number _____ Account Number _____

I authorize the Albemarle County Service Authority to automatically deduct payment from the account specified, for charges incurred at my service address. I understand that payment will be deducted on the due date listed on my monthly statement and, therefore, no other payment need be mailed. I understand that I will be subject to a return check fee for each returned item, regardless of the reason for return, and, returned items may result in termination of service and termination of this agreement. I may suspend or cancel payment by notifying the Albemarle County Service Authority; this notice must be received at least ten business days before an amount is to be debited from my bank account. I also understand Albemarle County Service Authority reserves the right to terminate this draft and/or my participation in Auto Pay.

I have read and agree to the above authorization agreement.
Signature _____ Date _____

Automatic recurring Auto Pay will begin upon notification on your monthly billing statement.

If you are requesting a change, you may email this form to custserv@serviceauthority.org. We require at least 30 business days, in advance of your next debit date, to honor such requests.

168 Spotnap Road • Charlottesville, VA 22911 • Phone (434)977-4511 • Fax (434)979-0698
www.serviceauthority.org

- 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

- USPS-received payments are in check form and account for approximately 76% of total payments.
- Payments are delivered to a onsite mail receptacle.
- Each payment is manually opened and posted to customer accounts, daily.
- These payments include bill payments, invoice payments and rental payments.

