

Overview of Utility Payment Channels

How Did We Get Here?

- City's existing Interactive Voice Response (IVR) system discontinued due to escalating costs from service provider
 - Impact to Utility Customer Service staff
 - Added workload average of 15 minutes per payment call
 - Estimate 160-175 calls per week
- Customers #1 request—recurring payments via credit cards
 - Also wanted to pay by text or other mobile, more convenient options
 - City wanted to limit sensitive customer information on our network so we resisted developing options in-house that would require storage of this information

How Did We Get Here?

- Action Step requested FY 2016-17 budget to find a service provider for enhanced payment solutions for utility billing
 - Funding approved
- Bid awarded July 17, 2017 to Paymentus
- Testing & implementation most of FY2017-18
- IVR system live June 21
- Online/Mobile solutions went live on Aug 24
- Utility kiosk originally purchased for MARTY was transferred to City Hall, replacing night drop and went live August 27

Still Available:



Mail – processed offsite via Lockbox



Bank Draft – with a \$1.50 monthly discount



Walk In - over the counter personal assistance



Located at the Annex

Payments Accepted



Kiosk from Marty to OTCH West Parking Lot



BEING KEPT UP BY A MAGNET

WILL DROP AUTOMATICALLY
AFTER TRANSACTION

PAYMENT BY
CREDIT CARD



Toque aquí para empezar

Touch Here To Start

No Change Given

No Se Regresa Cambio
No change is given at this location

TOUCH SCREEN

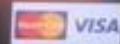
Need Help?

Necesita Ayuda?
877-275-7694

RECEIPT

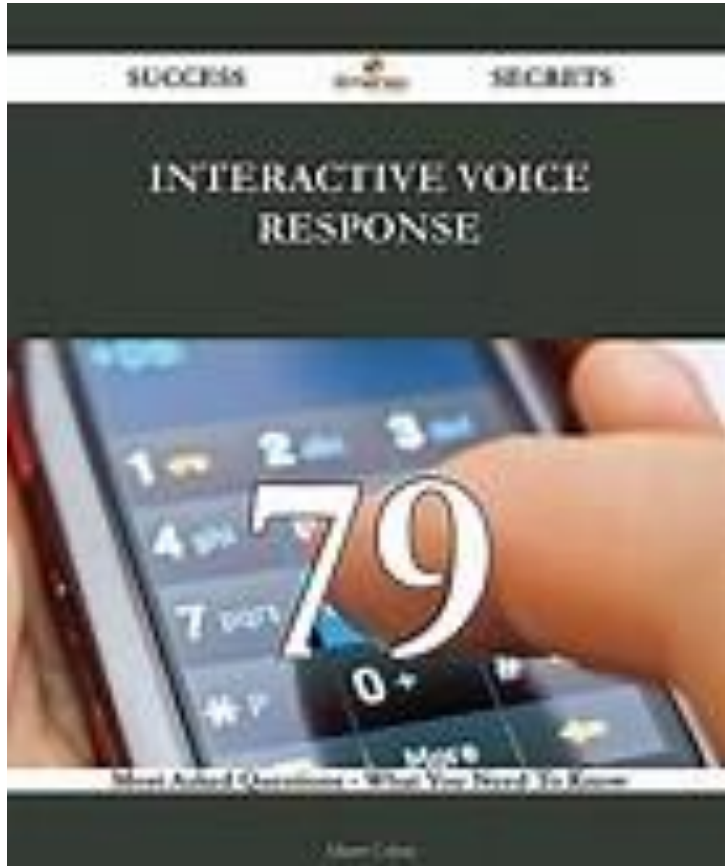


TOUCH HERE TO START



ENTER PIN

Enter PIN - Si no funciona
If PIN does not work

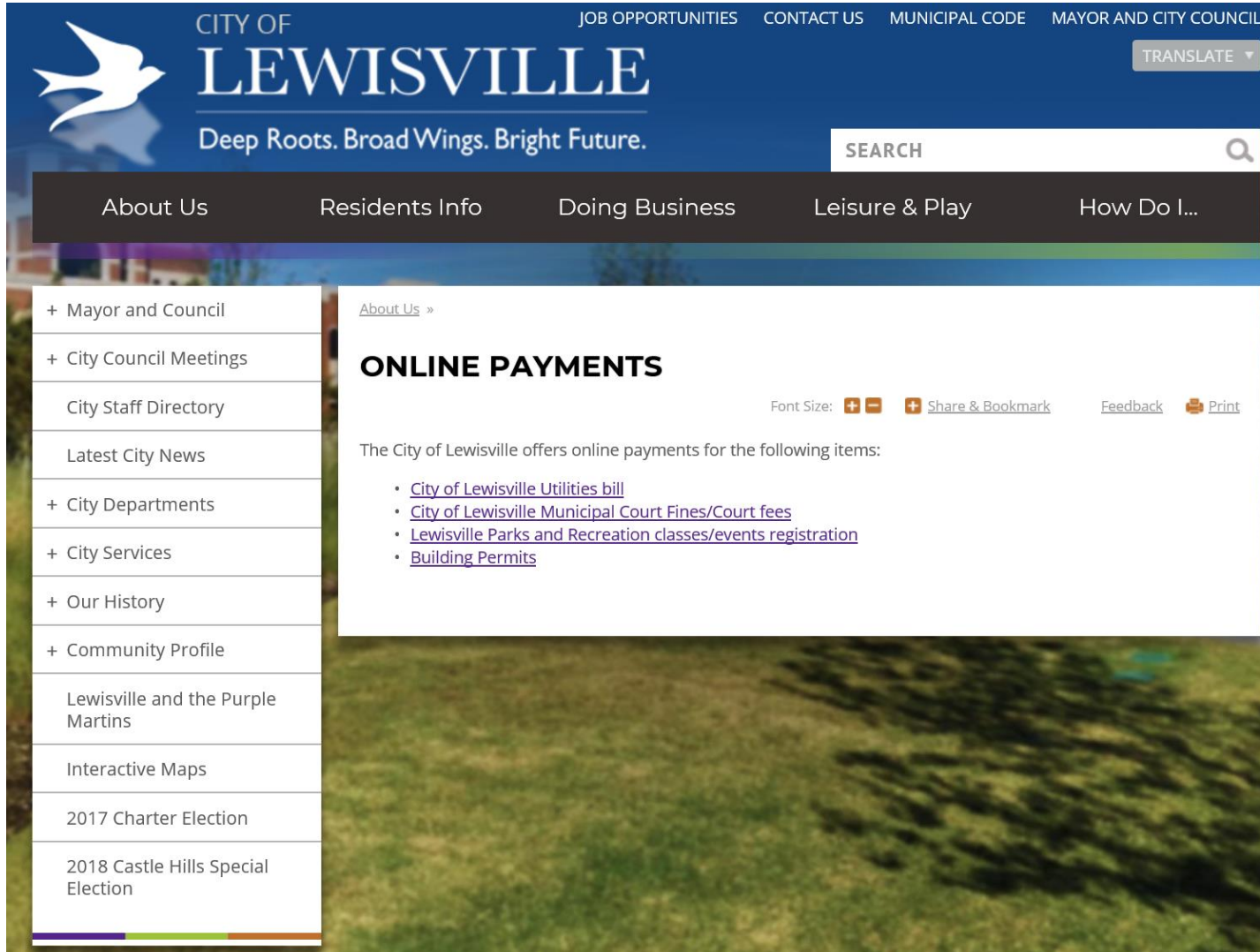


Interactive voice response

Toll Free access:
1-844-410-6783

Web Payments

Computer / Tablet



CITY OF LEWISVILLE
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JOB OPPORTUNITIES CONTACT US MUNICIPAL CODE MAYOR AND CITY COUNCIL

TRANSLATE

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+ Mayor and Council
+ City Council Meetings
City Staff Directory
Latest City News
+ City Departments
+ City Services
+ Our History
+ Community Profile
Lewisville and the Purple Martins
Interactive Maps
2017 Charter Election
2018 Castle Hills Special Election

[About Us](#) »

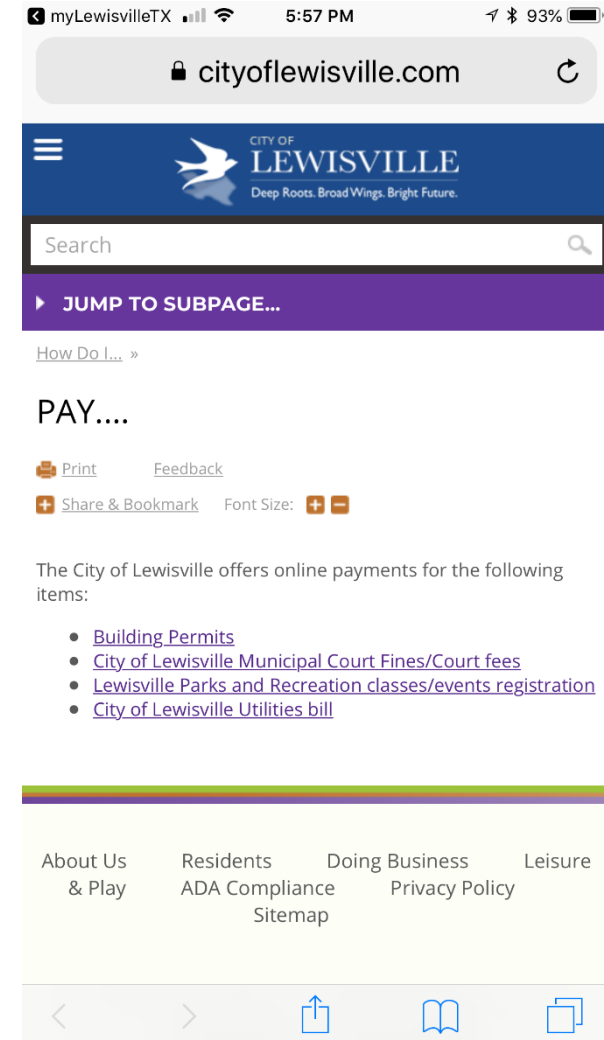
ONLINE PAYMENTS

Font Size: + - + Share & Bookmark Feedback Print

The City of Lewisville offers online payments for the following items:

- [City of Lewisville Utilities bill](#)
- [City of Lewisville Municipal Court Fines/Court fees](#)
- [Lewisville Parks and Recreation classes/events registration](#)
- [Building Permits](#)

iPhone



myLewisvilleTX 5:57 PM 93%

cityoflewisville.com

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Search

JUMP TO SUBPAGE...

[How Do I...](#) »

PAY....

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The City of Lewisville offers online payments for the following items:

- [Building Permits](#)
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- [City of Lewisville Utilities bill](#)

About Us & Play Residents ADA Compliance Sitemap Doing Business Privacy Policy Leisure



Customer Portal



Make One-Time Payment

Pay your bill in 3 easy steps without registering. All you need is your account number from your paper bill.

Payments made prior to 7PM CST will be posted to your account next day. Payments made after 7PM CST will be posted within 48 hours. For each payment, you will receive a confirmation number for your records.

Pay Now



Login

Email

someone@example.com

Password

Password

Don't have an account [Register Now](#)

Login

[Forgot your password?](#)

One Time Payment



Enter Account Information

Payment Type



Utility Bill

Please enter your account number, without the dashes, as shown on your bill.

Account Number

Without the dashes

Pin

Enter your PIN Number

Continue

Where is my Account Number ?

151 W. Church Street
P.O. Box 209002, Lewisville, TX 75029-9002
Remit To: P.O. Box 131962, Dallas, TX 75213-1962
(972) 219-3440 • Fax (972) 219-5097

LEWISVILLE
Water & Sewer Department

***AUTOMATED AASC 750 23 MAX 1038Y4420-A-1
SALL 1 PR G-V20

YOUR MONTHLY USAGE (in Thousands)

***This contribution is completely voluntary. You may designate an amount to be added to your bill each month. For more information, please call Keep Lewisville Beautiful at (972) 536-5949 or visit us at www.KeepLewisvilleBeautiful.org.

SPECIAL MESSAGE

***Want to save a \$1.50 on your water bill every month? Sign up for ACR bank drafts and we will debit your bank account on the due date of your bill. [Click Here](#)

Account Statement

Page 1 of 1

ACCOUNT INFORMATION

ACCOUNT: 000-2345678-999
PIN #: 01234567

SERVICE PERIOD: 04/28/17 TO: 06/01/17
BILLING DATE: 06/20/17

CURRENT AMOUNT DUE DATE: 07/06/17

CURRENT ACCOUNT ACTIVITY

Meter/Code	Previous	Current	Usage
WT	8308	8331	23000

CURRENT CHARGES

Water	\$131.78
Sewer	\$84.55

AMOUNT DUE

Current Month Due	\$216.33
*Voluntary Contributions	\$0.00
Total Due	\$216.33

Simplify your life?

Register to use the Customer Portal and get access to more information and features than ever before.

- Set-up and manage monthly AutoPay
- Manage and pay multiple accounts
- Manage multiple saved payment methods

Login

Signup

Back to the Customer Portal Sign in



Make One-Time Payment

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Pay Now



Login

Email

cliffy3kids@aol.com

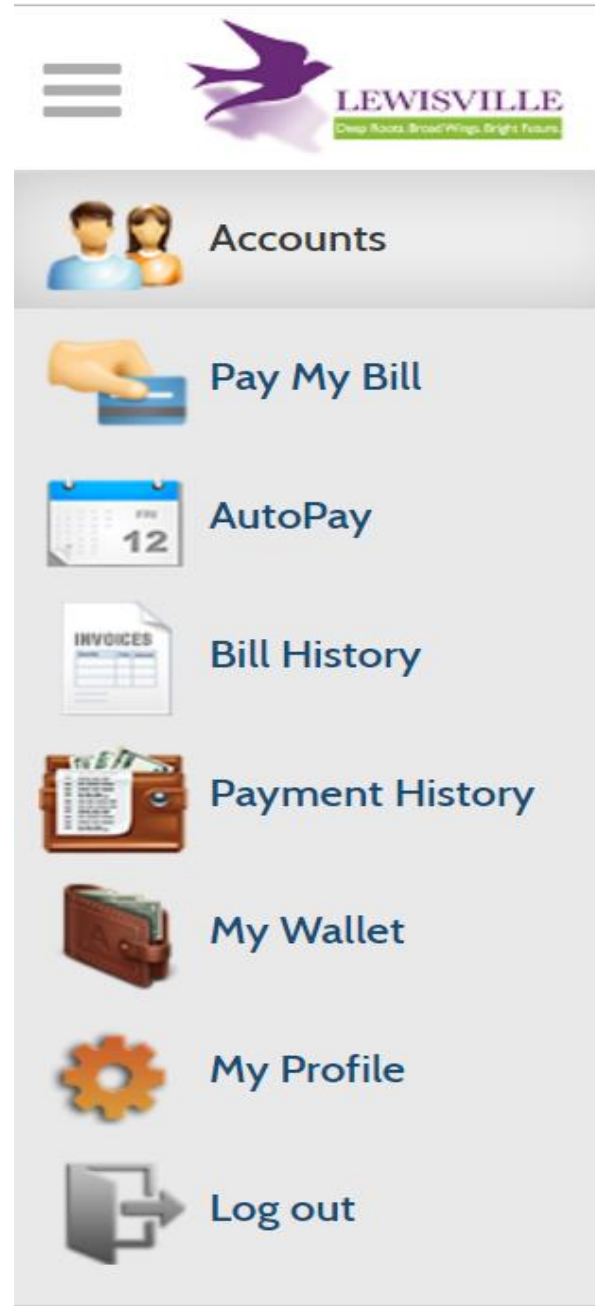
Password

Don't have an account [Register Now](#)



Login


[Forgot your password?](#)


Customer Portal





Account Summary





Accounts


Pay My Bill


AutoPay

Bill History

Payment History

My Wallet


My Profile

Log out

Customer Portal

Accounts

Utility Bill # 0480000270002
Pin #: 02336001


Account Details 

764 SUMMIT RIDGE

Date Due
Aug 23, 2018

Amount Due
\$89.02


Pay Bill

AutoPay 

AutoPay

More

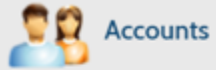
[View All Payments](#)

Add Account

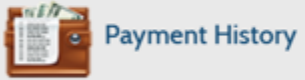
Pay My Bill





Customer Portal



Pay My Bill



Select an Account

  Utility Bill # 0480000270002 , 764 SUMMIT RIDGE
Pin #: 02336001

 Add new

Continue

Did You Know?

You can schedule automatic payments!

Click the "AutoPay" option and easily set up recurring payments

NOTICE

****ATTENTION: IF PAST DUE AMOUNT IS REFLECTED IT MUST BE PAID IN FULL TO AVOID INTERRUPTION OF SERVICE.**

Pay My Bill

City of Lewisville | Custom

Paymentus Corporation [US] | https://ipn2.paymentus.com/cp/make-payment-express-wizard.action?id=11492443&acctid=dP7mz_B...

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Customer Portal

Accounts

Pay My Bill

AutoPay

Bill History

Payment History

My Wallet

My Profile

Log out

Powered by Paymentus

Privacy Policy

Last login was on Jul 26, 2018 3:54:00 PM

Pay My Bill > Utility Bill # 0480000270002

Review and Confirm

Payment Method

DISCOVER NETWORK *****1593

Payment Amount

\$15.00

Click the PAY button to complete your payment.

Back

Pay \$15.00

Bill Summary

Amount Due

\$77.07

Due Date

Jul 26, 2018

NOTICE

****ATTENTION: IF PAST DUE AMOUNT IS REFLECTED IT MUST BE PAID IN FULL TO AVOID INTERRUPTION OF SERVICE.**

Receipt

City of Lewisville | Custom

Paymentus Corporation [US] | https://ipn2.paymentus.com/cp/make-payment-express-wizard.action?id=11492443&accthid=dP7mz_B...

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Doing Better. Doing Things. Doing People.

Accounts

Pay My Bill

AutoPay

Bill History

Payment History

My Wallet

My Profile

Log out

Powered by **Paymentus**
[Privacy Policy](#)

Last login was on
Jul 26, 2018 3:54:00 PM

Customer Portal

Pay My Bill > Utility Bill # 0480000270002

Payment Receipt

Your payment has been accepted.

Confirmation #

342568526

Payment Type

Utility Bill

Account #

0480000270002

PIN #

02336001

Status

Accepted

Payment Date

Jul 26, 2018 – 4:26:17 PM

Payment Method

Discover *****1593

Payment Amount


\$15.00

Print

Make another payment

Back to Payment History

Setup AutoPay



LEWISVILLE
One team. One mission. One future.

Customer Portal

Create New AutoPay

Accounts

Pay My Bill

AutoPay

Bill History


Payment History

My Wallet


My Profile

Log out

Select an Account



Utility Bill # 0480000270002 , 764 SUMMIT RIDGE
Pin #: 02336001




Add new

Continue


How to set up AutoPay

1. Select the account
2. Choose your preferred payment method
3. Determine the frequency of payment best suited for your needs
4. Choose when payments should begin and end
5. Set the payment amount
6. Select "Confirm Schedule"


Select Payment Method




Customer Portal




Accounts




Pay My Bill




AutoPay




Bill History




Payment History



My Wallet




My Profile




Log out

Create New AutoPay > Utility Bill # 0480000270002

Payment Method

☒  *****1593 | Exp 11/21

☐  *****4447

☒ Add new


Back

Continue


How to set up AutoPay

1. Select the account
2. Choose your preferred payment method
3. Determine the frequency of payment best suited for your needs
4. Choose when payments should begin and end
5. Set the payment amount
6. Select "Confirm Schedule"


Frequency




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Only from Lewisville, Single Point




Accounts




Pay My Bill




AutoPay




Bill History




Payment History



My Wallet



My Profile



Log out

Powered by **Paymentus**

[Privacy Policy](#)

Last login was on

Customer Portal

Create New AutoPay > Utility Bill # 0480000270002

Payment Details

Frequency

☐ On the due date of each bill ☒ Monthly - bill amount

Schedule Day

01

Please note that a payment for the amount on the bill will be processed each month on the specified schedule day, if schedule day is greater than the last day of the schedule month then the last day of the month is used for the schedule day

End Date (Optional)

Select end date

Back

Confirm Schedule

How to set up AutoPay

1. Select the account
2. Choose your preferred payment method
3. Determine the frequency of payment best suited for your needs
4. Choose when payments should begin and end
5. Set the payment amount
6. Select "Confirm Schedule"

Billing History



Customer Portal



Accounts



Pay My Bill



AutoPay



Bill History



Payment History



My Wallet



My Profile



Log out

Bill History



Download History





Search

1-3 of 3


Account Info	Pin #	Statement Balance	Date Due	Action
Utility Bill # 0480000270002	02336001	\$55.00	Aug 23, 2018	
Utility Bill # 0480000270002	02336001	\$62.70	Jul 26, 2018	
Utility Bill # 0480000270002	02336001	\$51.21	Jun 28, 2018	

Payment History




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Customer Portal




Accounts




Pay My Bill




AutoPay




Bill History




Payment History



My Wallet




My Profile




Log out

Payment History



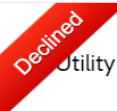









Download History



Search

1-9 of 9

Account	Pin #	Amount	Date	Method	Action
 Utility Bill # 0480000270002	02336001	\$15.00	Aug 24, 2018 – 11:26:36 AM		View
 Utility Bill # 0480000270002	02336001	\$15.00	Aug 24, 2018 – 10:28:32 AM		View
 Utility Bill # 0480000270002	02336001	\$9.00	Aug 16, 2018 – 12:42:48 PM		View
 Utility Bill # 0480000270002	02336001	\$10.02	Aug 16, 2018 – 12:20:33 PM		View
 Utility Bill # 0480000270002	02336001	\$10.00	Jun 20, 2018 – 3:03:37 PM		View

My Wallet



Customer Portal

My Wallet



Accounts



Pay My Bill



AutoPay



Bill History



Payment History



My Wallet



My Profile



Log out

Add Payment Method

Add Payment Method

CreditDebitE-Check

Where can I find my routing and account number?

RoutingAccountCheckORRoutingCheckAccount

⑆ 123456789 ⑆ 3218235 ⑆ 5284 ⑆ 123456789 ⑆ 5284 ⑆ 3218235 ⑆

Account Type

☒ Checking☐ Savings

Routing NumberAccount Number

111000614

Bank NameName on Account

JPMORGAN CHASE

|

[View Authorization Agreement for direct debit payment \(ACH Debit\).](#)

☐ I authorize ACH direct debit payment (ACH Debit).

BackAdd


Pay by Text Setup

Press the 'EDIT' button on the Account Summary

Account Details

Account Information

Payment Type

Utility Bill

Account Number

0480000270002

Date Authenticated

Jul 26, 2018

Account Alias (optional)

Enter a descriptive name (optional)

Bill Summary Notifications ?

☒ Bill Summary - Pay By Text ?

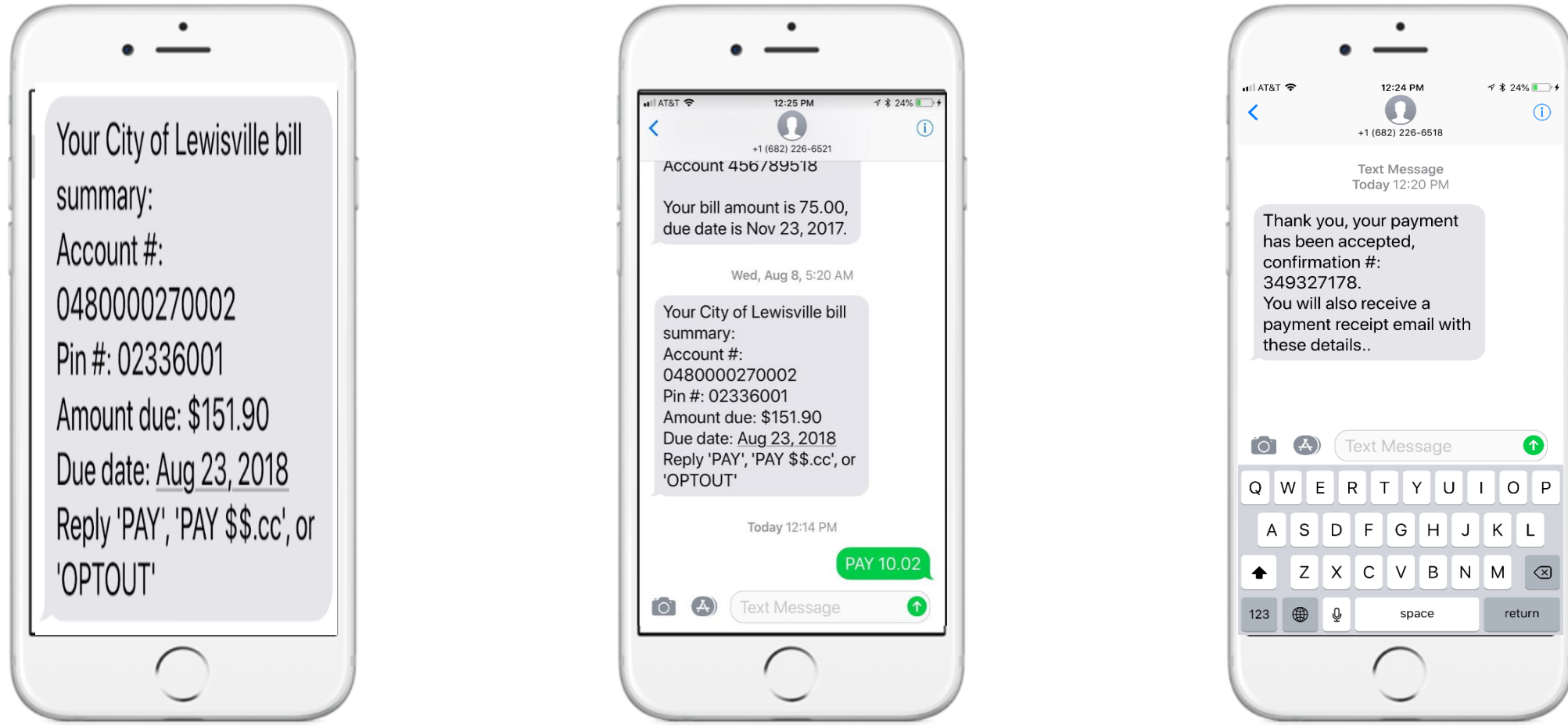
Starting from your next bill and on, review and pay your balance via text message. A mobile phone number is needed to receive SMS notifications. Standard text message and data rates apply.

Mobile phone number used: (214) 684-6660

Select Payment Method for Bill Summary Notifications

Selected payment method will be used to pay for Secure PDF eBills and/or Pay by Text.

Pay-by-Text



Check a balance and pay in seconds. No website to visit. No email to open. No password to remember.

Lewisville Utility Customer Service



Mobile



Self-Service Portal



Kiosk



IVR



Paperless eBilling



AutoPay



Online Quick Pay



Pay-by-Text



Customer Communication

Bank Draft

Night Drop

Walk-In

Mail

Questions?