

City of Huntington utility customers now have a new option for paying their monthly city utilities bills — by logging on to a secure online account, say Annette Carroll, the department’s director of operations.

“We have been asked for this for many years,” says Jennifer Gunn, office manager for the city's Water Department.

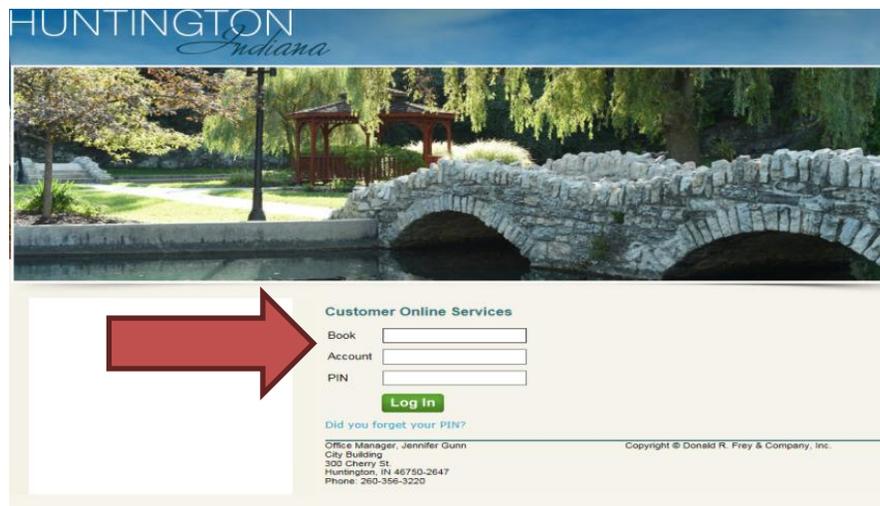
All other payment options will continue to be available. Residents can pay by mail, in person at the office in the City Building, at the drop box placed at the entrance to the Huntington Police Department, Bippus State Bank, First Federal Savings Bank, First Merchants Bank and Lake City Bank or by requesting that the payment be automatically withdrawn from a checking account each month.

Paying online is “truly another option,” Carroll says.

Customer utility bills will include the system's web address — [www.huntington.in.us/city](http://www.huntington.in.us/city)— as well as a randomly assigned PIN (personal identification number) for each customer. The PIN will remain constant from month to month. Anyone who pays a utility bill for more than one property will receive a separate bill and a unique PIN for each address.



Once customers log on to their online accounts, they will be able to see the service address, how much they owe and the due date, the amount of their last payment, and some past usage history including billing dates and water consumption.



**CITY UTILITIES**  
300 CHERRY ST. • HUNTINGTON, IN 46750-2649 • 260-356-3220

**TEMP-RETURN SERVICE REQUESTED**

SERVICE TO  
SEE REVERSE SIDE FOR PAYMENT INFORMATION  
**HUNTINGTON, IN 46750**

SERVICE	PREVIOUS READING	PRESENT READING	CONSUMPTION	AMOUNT
WA1	33126	33652	526	35.18
SW1	33126	33652	526	56.94
HC				6.72
TR				8.54
RC				5.14
TX1				2.46

EXAMPLE

PAY ONLINE: [WWW.HUNTINGTON.IN.US/CITY](http://WWW.HUNTINGTON.IN.US/CITY)  
YOUR INTERNET PIN IS: 111111

BOOK	ACCOUNT	FROM	TO
21	1860	04-18-2019	05-23-2019

DUE DATE	PAY AFTER DUE DATE	AMOUNT NOW DUE
06-25-2019	121.94	114.98

RETURN THIS STUB WITH PAYMENT

Presorted  
First Class Mail  
U.S. Postage  
Paid 1 oz.  
HUNTINGTON, IN  
Permit No. 225

HUNTINGTON, IN  
46750-3752

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Online payments can be made with a debit or credit card or with an e-check, in which customers manually type in their checking account routing and account numbers. The cost of providing this service will be paid through a convenience fee assessed on each payment. The convenience fee is \$3.95 for a payment made by debit or credit card and \$1.95 for payments made by e-check. The City of Huntington is partnering with Official Payments to make this service available. The service fee covers the cost of processing the payment transaction and the security compliance and certifications requirements that ensure the protection of sensitive and personal consumer data.

The online payment will be credited to the customer's account on the next business day. However, customers who log on to their accounts won't see a record of their payment for 48 hours. "There's been a high demand for being able to pay online," Carroll says. "A lot of people just don't have checks anymore," Gunn adds.

The department began accepting credit card payments at the window in January of 2016, and that option has been "very successful," Carroll says.

