An Innovative Community; Authentically Hometown

City to Offer New Options in Utility Billing
Beginning Feb. 22, residents can go paperless, set up auto payments

MOUNT VERNON, Feb. 11, 2022 – Mount Vernon residents will soon have several convenient, new ways to pay their utility bill. Beginning later this month, paying a water/wastewater charge won't necessarily require buying a stamp and sending a check in the mail, or stopping by the Utility Billing Office – although residents may still pay their bills those ways if they choose.

The City of Mount Vernon has partnered with InvoiceCloud to offer multiple options for residents to pay their bills paper-free. They will be able, beginning on Feb. 22, to make a secure payment – or just check their balance – using their phone at any time of the day or night, either by calling a number or via text messaging. In addition, residents can sign up to receive text notifications about when their bills are due, along with confirmations that their bills are paid. They may also opt to receive these messages via email.

And the new features won't stop there. By working with InvoiceCloud, the City will enable residents to have funds automatically withdrawn from their bank account each month to pay their bill if they wish, a totally hands-off approach to bill-paying once the service is set up. Multiple bills can also be paid in one transaction.

"We are excited to implement our new customer portal, InvoiceCloud, later this month. Our office is hoping to increase customer satisfaction with the multiple new features of InvoiceCloud," said Kristen Goldner, a billing and customer service clerk in the City's Water & Wastewater Department.

"Customers will be able to pay by phone, pay by text, set up text/email reminders, and set up auto-pay with a credit/debit card. Increasing the self-service options and making our online portal more user-friendly will enhance the overall customer experience."

Residents currently using the existing portal on the City's website to pay their bills will have to set up a new account on the new portal after Feb. 22. However, once their information is entered into the system it will not have to be re-entered for future payments.

Anyone now using auto-pay will not have to do anything to continue using that feature. In addition, residents who prefer to pay their bills by check, either via the U.S. mail or in person, may continue to do so.

Starting Feb. 22, customers can visit the City of Mount Vernon's website – mountvernonohio .org – to set up an account for paperless billing by clicking on the "Online Services" drop-down menu at the top of the page and scrolling down to "Water." They may also call the Utility Billing Office at 740-393-9504 to get set up, or if they have any questions.

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ABOUT THE CITY OF MOUNT VERNON:

The City of Mount Vernon is an innovative community with an authentic hometown feel. The City is dedicated to providing modern services with an emphasis on continual improvement, customer service and equitable laws that support our citizens and visitors, while retaining and attracting investors in our community. Home to 17,000 people, Mount Vernon is the county seat for Knox County and boasts historic buildings and districts as well as business and professional, educational and recreational opportunities through many adaptive reuses of the community's infrastructure and spaces. The City has strong ties to higher education, with Mount Vernon Nazarene University, Kenyon College and Central Ohio Technical College operating satellite locations in the historic downtown. Located 40 miles northeast of Columbus, Mount Vernon is near the geographic center of Ohio and has connections all over the globe.

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