

## CITY OF ELKO

### PAYMENT PROCESSING OPTIONS FOR UTILITIES

The City of Elko accepts the following methods of payment for water/sewer utility bills only:

#### **Online Bill Pay (Financial Institution)**

Online bill pay is an electronic payment service that allows you to set up a secure online account to make one time or recurring bill payments. The source of funds for the payments is usually a checking account, but some bill pay services also work with credit cards depending on your financial institution. All bills and transactions are accessed on the bill pay website. If you choose to use Online Bill Pay through your bank, please be sure to include all of the digits in your account number, excluding the dash. If your account number is incorrect or incomplete, posting of your payment may be delayed. This type of transaction typically takes 3-5 days to process.

#### **Credit/Debit Card Payments (Website)**

Credit or debit card payments may be made through our payment portal located on the City of Elko's homepage at [www.elkocity.com](http://www.elkocity.com). To access your account and to make a payment, your name and account number must be entered exactly as it is printed on your bill (dashes, capital letters, last name first, etc.) Payments will post to your utility account immediately.

#### **Auto Pay (Bank Drafting)**

Auto Pay is an automated process that pays bills directly from your checking account through an electronic payment system. Account holders authorize payments to the City of Elko on a regular basis for water/sewer account services only. A signed authorization form and a voided check are required to be completed to activate Auto Pay. This form is available on the City's website and can be returned to City Hall in person or via fax, email or mail. Please call 777-7135 for confirmation that the authorization has been received and the start date. Auto pay usually begins 30 days after we receive your information.

#### **Mailed Payments**

If paying by mail, the payment mailing address for the City of Elko is P.O. Box 511534, Los Angeles, CA 90051. This is the address to the City of Elko's bank lockbox. Please include the payment stub with your check if paying by mail to ensure proper posting to your account.

#### **Drop Box at City Hall**

You may drop your payment in the night drop box in the City Hall parking lot. Please do not put cash in the drop box.

#### **In Person**

Payments can also be made with cash, check or credit card in the Finance office at City Hall. Our office hours are Monday – Friday, 8 a.m. to 5 p.m.

We do not take payments of any kind by phone.