



The City of Plymouth has exciting news!

**The City of Plymouth is partnering with our
billing software company to bring our customer's
a better bill pay experience.**

The software company has recently launched their own direct pay option. This option will make it so when customers pay their bill online the payment will immediately reflect in their account instead of having to wait until the next business day for payments to upload into our system and be applied to the account.

From August 16th to August 22nd, customers will not be able to pay their bills online or by credit card in the office.

August bills will come out around the 20th of the month. On August 23rd customers will be able to go onto the city's website, click on Utility Billing, follow the directions to create a new account, and start paying their bill online, through the new bill pay system.

Customer's will still have all the online options to pay: one-time payments, store one or more card's information on their account, pay by ACH check, set up auto-pay, ect. We will also still be accepting payments dropped off in the drop box, payments mailed to the PO Box, counter payments by cash, check, or card, and card payments over the phone.

If you have any questions or need help you can contact Tracy at 209-245-6941 ex. 258 or you can come into city hall, and she will help you use the customer computer to get your account set up. Please have patience and be kind because this will be a new system for everyone.