



Utility Billing Going Monthly in 2019

The Village will transition to a monthly billing process for utilities (water, sewer, and storm water) starting in January (subject to PSC approval). Your last quarterly bill will tentatively be mailed on January 9th and will be due around January 29th. Your first monthly bill will tentatively be mailed February 6th and will be due around February 26th. This change will allow residents to more easily budget for this expense and will also help customers monitor water consumption and identify potential water leaks earlier. To simplify the payment process or go paperless, please consider signing up for automatic payments. This service is free when paying from a checking or savings account. Sign up at www.villagesussex.org/payonline.

Sign-up For Automatic Utility Bill Payments

1. Visit www.villagesussex.org/payonline and click on the first link, “Pay Your Water/Sewer Utility Bill Online.”

2. Click the “Pay Online” icon and select the “First-time User” icon on the next screen.

PSN
Payment Service Network, Inc.

If you are a registered customer, please login * Required field
Email Address:
Password:

Forgot your password? Please click here

If you have not used our online payment services before, please * Required field
Click the Register button to make a one-time payment

If you choose not to continue

Welcome to Village of Sussex, WI (Utility) Online Payment Center Powered by PSN!
To make a payment or, if applicable, to view your bills...
Previously registered with PSN?
Simply fill in your email address and password.
First-time user?
Click the Register button and follow the prompts.
What can you do here?
• Pay by checking/savings/credit card
• A convenience fee of 2.75% will be applied to credit card payments. An additional fee of 50¢ is applied for payments below \$100.

3. Register by entering your utility account number (located on your utility bill), first name, and last name (required) as it appears on your bill.

Once you click “SEARCH,” your name should appear at the bottom.

Click “REGISTER AND MAKE A PAYMENT” next to your name.

If your name doesn't appear, make sure you have the correct account number. If you need assistance, please call the Utility Office at (262) 246-5224.

4. Fill out the requested information and select “CONTINUE.”

Please locate your account

Utility Account Number:
First Name:
Last Name:
— OR —
Utility Account Number:
Business Name:

Welcome to Village of Sussex, WI (Utility) Online Payment Center Powered by PSN
Locate your account...
Fill out the form on the left and click Search.
What can you do here?
• Pay by checking/savings/credit card
• A convenience fee of 2.75% will be applied to credit card payments. An additional fee of 50¢ is applied for payments below \$100.
• Set up Auto-Pay
• View your bills
• Opt out of paper bills
• View payment history
• Print receipts
• Change your payment profile
Need Help?
If you can't find your account number, please contact Village of Sussex, WI (Utility) at 262-246-5224 to ask them to provide your account number.
If you are experiencing difficulty with the system, please contact Payment Service Network Customer Support at 1-877-885-7365
If you would prefer to pay by our automated phone system, call 877-885-7365.

1 Customers Found

| Customer ID | Name | State | Zip | |
|---------------|-----------------|-------|-------|---|
| 0100000314009 | Susan M. Fienet | WI | 53089 | <input type="button" value="Register and make a payment"/> <input type="button" value="Make a one-time payment"/> |

The next screen will ask you if you want to receive your bill electronically.

Signup Process Final Step: Go Paperless

You will automatically receive your Village of Sussex, WI (Utility) (RT19484) bill electronically.
If you have the option to go paperless and not receive paper bills through the mail

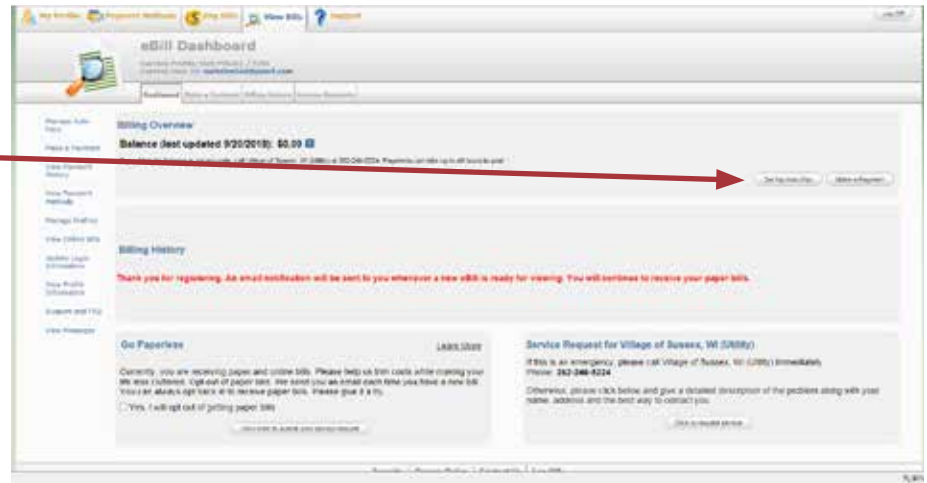
Make a Payment: By going paperless, you will:

- Receive an email when your statement is ready for viewing
- Know that your notices won't get lost in the mail
- Reduce paper clutter
- Help reduce costs at Village of Sussex, WI (Utility) and be green-friendly by eliminating paper bills

VERY IMPORTANT: Please copy and paste our email address, CustomerService@PaymentServiceNetwork.com, in your email address book to make sure bill notices and payment confirmations are not blocked or marked as spam.

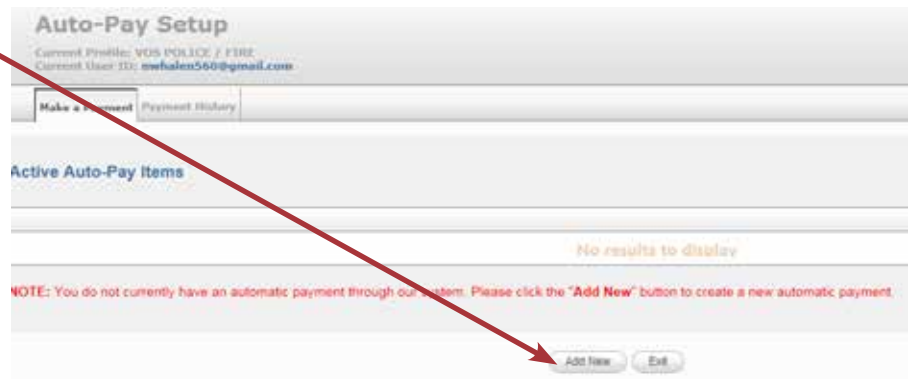
Security | Privacy Policy | Contact Us | Log Off

5. After making your billing selection, you will have access to your **Dashboard**. Within the billing overview section, you can setup automatic payments by clicking on the **“Set Up Auto-Pay”** icon.



6. On the next screen, select **“Add New”** and fill in the necessary information.

You will need to select **“22nd of the month”** for the payment date to avoid late fees. The start date should be when you want to begin having the automatic payments. The end date can be left blank. Select **“Continue”** when finished and you have successfully registered for automatic payments.



Note: No convenience fee is assessed when paying from a checking or savings account.

Issues signing up for automatic payments? **Call the Utility Office at (262) 246-5224.**

Changes for Existing Automatic Payment Customers

ACH

Due to the transition to monthly billing, customers using the ACH automatic payment system will need to sign a new authorization form. This form will be included in your 3rd and 4th quarter utility bill and is also available online at www.villagesussex.org/payonline. Please complete this new authorization form by January 31, 2019, to continue participation in the program. Customers who have not submitted the revised form by this date will be automatically unenrolled from the program on February 1, 2019.

Please also consider transitioning to PSN, the Village's new online payment processor, to complete your online payments and register for automatic payments. This system is also free when paying from a checking or savings account, and allows you to make adjustments to your banking information, address, etc. online. You can also register for paperless billing and can view past bills online. Step-by-step instructions for registering for PSN are available above. If you choose to transition to PSN, please complete a cancellation form, which is available online at www.villagesussex.org/payonline.

PSN

Existing PSN customers who are registered for automatic payments will need to adjust the payment date in your account to the 22nd of the month to avoid late fees.