



City of Chelan

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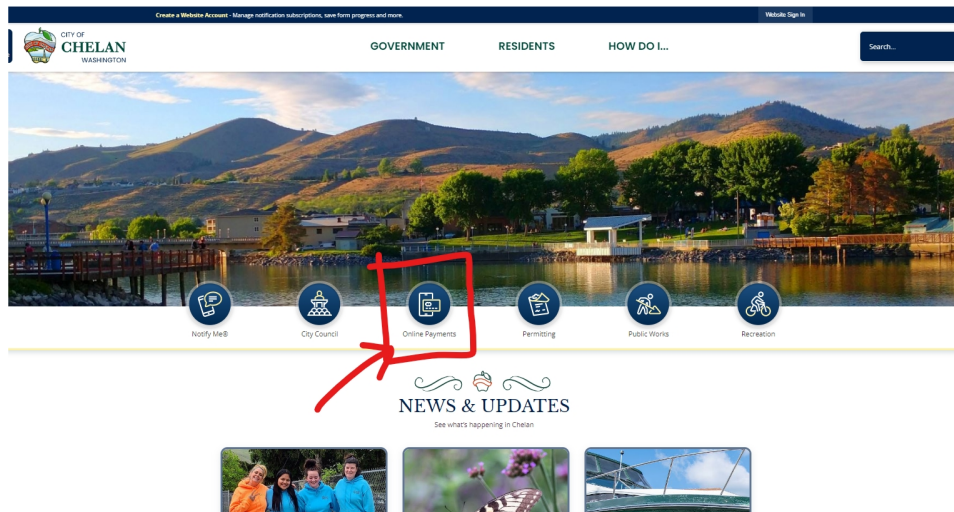
Important notice- March 2023

RE: Direct Debit option will no longer be available after May 2023.

We hope this important notice finds you well. In the City's efforts to improve efficiencies and safeguard our citizen's sensitive financial information we will no longer be providing our internal Direct Debit option as of June 2023. **The last payment to be processed using this method will be in May.** This change will require your attention to avoid late fees in June and keep your account in good standing. Please plan accordingly and be aware of this upcoming change to your payment method.

The City has made another option available to customers choosing to have their account paid by an auto pay method. This option is available with our third-party vendor Invoice Cloud and can be accessed via our city website www.cityofchelan.us. Convenience fees apply; \$1.95 for e-checks, with the exception of autopay, which is \$0.95; credit card and PayPal payments are charged a 2.95% fee (minimum \$1.95).

To start this process, you would select the Online Payments option on the home page which will take you to Invoice Cloud. We have enclosed details and instructions to assist you with establishing your account and setting up auto pay in the Invoice Cloud system. They can be reached at **901-737-8686** should you need assistance on their platform. Be sure to enter your entire account number including the decimal.



Additionally, you can still pay your bill by mailing your payment to us, stopping by in person or using our drop boxes located in the front of our building and in the back alley behind City Hall. Your bank may also offer options; however, we encourage you to consider possible delays by USPS as the payment date is based on when we receive it and not when your bank pulls the funds. Our payment deadline is the 25th of each month, and penalties are assessed the next business day.

Please don't hesitate to contact us with any questions. Our email address is utilitybilling@cityofchelan.us and our phone number is **509-682-4037**.