

AS OF MARCH 18, 2020, CITY HALL WILL BE CLOSED TO THE PUBLIC. LATE PAYMENT PENALTIES FOR UTILITY BILLS WITH A DUE DATE AFTER MARCH 18 WILL BE APPLIED NO SOONER THAN MAY 4, 2020.

ACCOUNTS WITH A PAST DUE BALANCE AT 10 A.M., MAY 18, 2020 WILL HAVE A \$60 FEE APPLIED AND WATER SERVICE WILL BE DISCONNECTED.

ACCOUNTS PAID IN FULL BEFORE MAY 4, 2020 WILL NOT HAVE PENALTIES APPLIED.

PLEASE UTILIZE ONE OF OUR ALTERNATE PAYMENT OPTIONS WHILE OUR OFFICE IS CLOSED. WE APOLOGIZE FOR ANY INCONVENIENCE AND THANK YOU FOR HELPING SLOW THE SPREAD OF COVID-19.

ALTERNATE PAYMENT OPTIONS:

1. MAIL A CHECK OR MONEY ORDER TO: CITY OF WOOD RIVER, 111 N. WOOD RIVER AVENUE, WOOD RIVER, IL 62095
2. UTILIZE OUR NIGHT DEPOSIT BOX (IF YOU'RE PAYING CASH, PLEASE PUT IT IN AN ENVELOPE WITH YOUR NAME AND ADDRESS). PAYMENTS IN EXCESS OF THE BALANCE DUE WILL RESULT IN A CREDIT APPLIED TO THE ACCOUNT. YOU ARE ENCOURAGED TO PAY BY CHECK. THE CLEARED CHECK WILL BE YOUR RECEIPT
3. PAY ONLINE OR OVER THE PHONE WITH A DEBIT/CREDIT CARD OR E-CHECK (INSTRUCTIONS BELOW)

PAY YOUR WATER BILL OVER THE PHONE OR ONLINE

- THERE IS A SMALL FEE FOR USING THIS THIRD-PARTY SYSTEM, THE SYSTEM WILL LET YOU KNOW THE FEE BEFORE YOUR ACCOUNT IS CHARGED. FOR DEBIT/CREDIT CARDS THE FEE IS 2.25% OF THE TRANSACTION AMOUNT OR \$1.00 MINIMUM. FOR E-CHECK, THE FEE IS \$0.50

PHONE

1-855-966-6582

ONLINE

- 1) **GO TO WOODRIVER.ORG** (MAKE SURE YOU ARE ON OUR HOMEPAGE, IF YOU ARE ON A WEBSITE CALLED "DOXO", YOU ARE ON THE WRONG PAGE)
- 2) CLICK "ONLINE PAYMENTS" IN THE TOP CORNER

PLEASE NOTE YOU WILL NEED YOUR ACCOUNT NUMBER AND THE AMOUNT DUE TO UTILIZE THE PHONE AND EPAY OPTIONS. IF YOU DO NOT HAVE THIS INFORMATION, PLEASE CONTACT THE FINANCE DEPARTMENT AT 618-251-3131 MONDAY – FRIDAY 8 A.M. – 5 P.M.