

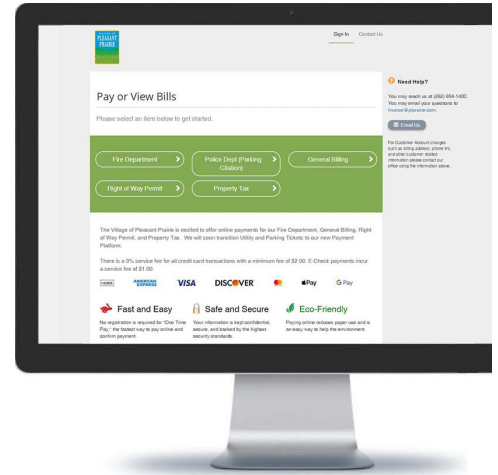


Effective December 1

Powered by InvoiceCloud®

New and Improved Bill Pay Service

Plus, Pay by Text or by Phone



Dear Pleasant Prairie Utility Customer,

The Village of Pleasant Prairie has a new and improved bill pay service.

Now, you have the option to pay by text or by phone and receive email reminders. **Utility customers will no longer be able to pay bills through the old utility billing system.** Account registration with new login credentials is needed to access the new customer portal, where you can make a one-time payment or schedule automatic payments. **Customers currently enrolled in autopay or paperless billing are still enrolled, and no action is needed.**

Online Payment Options *(Account Number and Customer Number from your utility bill is required)*

- View your bill online and make virtual payments
- Sign up for automatic payments, or go paperless
- Schedule a payment for a specific future date, on or before the due date, to avoid late fees
- Skip registration to make a one-time payment or view a single bill

Pay by Text *(Simple online registration)*

- Easy and convenient to pay bills on-the-go
- Receive statements on your mobile device

Email Notifications

- When your bill is available
- Just before the due date
- When payments are pending
- If your credit card is expired or about to expire

We invite you to login at PleasantPrairieWi.gov/how_do_i/pay to access your account, sign-up for pay by text, enroll in automatic payments, or opt into paperless billing. You may also check your balance or pay with our automated phone service by calling **(855) 786-5289**.



E-check payments are still free.
3% (or \$2 minimum) fee for credit/debit card.

For customers currently enrolled in autopay or paperless billing, you are still enrolled. No action is needed. Your future monthly email bill will come from InvoiceCloud.

We are always happy to help! If you have questions, email utilitybill@plprairie.com or call **262.925.6705** or **262.925.6725**.