



CITY OF KINSTON



New EasyPay Options for Utility Bills !!!

Dear Customer,

Starting September 1, 2009, the City will begin offering NCO Financial Systems, Inc.'s EasyPay system to our customers that wish to pay utility bills with a major credit card, debit (check) card, or electronic check (e-check). Payments can be made anytime from anywhere. The process is fast, easy, and secure through NCO's EasyPay system using two convenient methods: **On-line or by Phone**.

With offering the new payment options, the **current Automatic Draft credit card program** for payment of monthly utility bills will be **discontinued**. Also, City cashiers will **no longer** accept utility payments by credit or debit cards either by walk-in or phone-in customers. Customers wishing to pay by this method will be advised of the new payment process outlined below.

Have Your Utility Bill(s) On Hand

It is important that prior to initiating payment that you have your utility bill(s) on hand and your credit card information available. If paying by e-check, your routing number, checking account number, and check number will need to be provided.

The Utility Account Number, located on the top right of your statement payment stub, must be entered as instructed or the payment will not post correctly. Each statement must be entered as a separate payment incurring a convenience fee for each payment.

On-Line

To access NCO's secure Internet web site please go to City of Kinston's web site located at www.ci.kinston.nc.us – click on the "Make A Utility Payment" link. This will take you to NCO's website. Follow the prompts to make a payment.

By Phone

Make a payment by phone using the interactive voice response service (IVR) at the toll free number (866) 907-4187. This will enable you to self-enter check, credit and debit credit card transactions 24/7.

Convenience Fee

A nominal convenience fee of \$ 4.25 will be added to the total amount of the payment for the services outlined above. The City of Kinston does not receive any portion of NCO's convenience fee. The fee is subject to change at any time. Customers will be notified of changes to the fee when they make a payment. You will be given an opportunity to accept or decline the payment after the total amount is calculated.

QUESTIONS?

**Please contact our 24-hr Customer Service
(252)939-3282**