



### **Utility Payment Options**

In an effort to better serve our customers, the City of Ridgefield offers a number of payment options for all customers, as well as a Low-Income Senior rate reduction program for those that qualify and an annual hardship allowance upon approval:

- Payments of cash or check are accepted at City Hall, 230 Pioneer Street, Ridgefield Monday through Friday, 8:00 a.m. to 5:00 p.m. For your convenience, there is also an after hours payment drop box in front of City Hall..
- The City offers the ability of Direct Pay where the amount owed is automatically deducted from a customer's checking or savings account on the due date. Applications are available at City Hall, 230 Pioneer Street, Ridgefield, or via the City's website at [www.ci.ridgefield.wa.us](http://www.ci.ridgefield.wa.us). From the home page of our website choose *Forms, Maps, and Documents* under Quick Links; then choose *Forms and Applications*; then *Finance and Administration*; then *Automatic Utility Direct Pay Application*. For additional information regarding this option, please contact our Utility Clerk, Lindsay Warren at (360) 887-8251.
- On-line Bill Pay is available on the home page of the City of Ridgefield web-site at [www.ci.ridgefield.wa.us](http://www.ci.ridgefield.wa.us). Acceptable debit or credit cards for use are VISA, MasterCard and American Express. Please note that a convenience fee of \$4.95 for each transaction will be assessed by the hosting agency, Official Payments Corporation.
  - Payments will be transmitted immediately from the card used; however, payments will be received and processed the following business day by City staff. For example, a payment processed at 2:00 p.m. would debit the customers account; however, the City will not receive the payment until the following business day.
  - In order to access your account on-line, a Personal Identification Number (PIN) will be required. The PIN currently assigned to your account is the same as your utility account number with the City (located on your utility bill).
- The City accepts payments more frequently than once every two months (typical billing cycle). A separate invoice is not generated for multiple payments in a billing cycle; simply pay the desired amount prior to the billing cycle and it will be reflected as a beginning credit balance on your bi-monthly billing statement.
- The City offers a Low-Income Senior rate reduction program, as an option for those that qualify. The program, which provides a 25 percent bill reduction, is available to residential customers, age sixty and older, with a total annual income not exceeding \$25,000. For more information on this program, please contact our Utility Clerk, Lindsay Warren, at (360) 887-8251.
- The City allows an annual Hardship Request due to extenuating circumstances to make installment arrangements for the utility bill in order to avoid water disconnection. For more information on this program, please contact our Utility Clerk, Lindsay Warren, at (360) 887-8251.