

## Go Green! Sign Up for EBill/EPay today

We are getting greener and you can too! The Village of Golf is pleased to offer a new, fast, efficient, and eco-friendly service for Utilities customers - EBill/EPay. EBill/EPay allows customers to activate a secure online account to view bills, pay bills electronically, and view account history.

Utilities customers can now sign up to receive an EBill, an electronic bill viewed online. EBills replace paper bills, saving resources, reducing waste and can be sent via email to Utilities customers. Customers have access to their bills 24 hours a day 7 days a week.

EPay is now offered to Utilities customers who chose to pay their bill online by credit card, debit card, and PayPal. EPay saves time (and money) by eliminating check preparation and postage. A convenience fee is charged according to the amount due on a customer's bill. This fee is not collected by the Village but is charged by a third-party vendor.

Customers may sign up for EBill and still continue to pay for their bill through their financial institution either by sending a check or using their bank's pay bill feature.

Another option customers have in paying their bill is to sign up for Automatic Bill Payment. Funds will automatically be withdrawn from the account of their choosing each billing period.

We hope you find EBill/EPay a valuable tool in managing your Utility account.

## Be one of the First to Pay your Bill Online!

Click on the blue button below to sign up for this exciting new feature. Not only will our customers be able to receive their Utilities bills electronically, but customers will also have the ability to sign up for electronic funds transfers (EFT) or make a payment with Visa, Master Card, Discover, American Express or PayPal.



View/Pay eBills

## Frequently Asked Questions

### Related Questions

## **What is an EBill?**

An EBill is an electronic bill that can only be viewed online. It replaces the paper bill customers receive in the mail.

## **What are the benefits of EBill/EPay?**

- Customers receive an email when their bill is ready, directing them to the Village's website where the bill can be viewed from a computer or any electronic device with internet access.
- Customers can view and print bills at the own convenience 24 hours a day, 7 days a week.
- Customers have the option of receiving, viewing and paying bills online reducing the need for paper, writing and mailing checks while saving postage costs and minimizing time.
- It's paperless! EBill/EPay enables customers to reduce their carbon footprint (and the Village's) by reducing waste.

## **How does EBill/EPay work?**

The Village of Golf will send an email to the email address provided notifying customers a bill is available. The email will include a link directing customers to the Village of Golf eCommerce login page. Once logged in, customers will be able to view their bills and make payments online.

## **Is there a fee to sign up for EBill/EPay?**

No, EBill/EPay is a free service the Village of Golf now offers its utility customers.

## **Who can authorize my EBill/EPay account?**

Only authorized account holders can access an EBill/EPay account. Unless a customer provides their login information to someone else, that customer is the only person who has access to the utility billing account.

## **Is personal information safe and secure?**

A secure login process and encryption ensures customers are the only ones who have access to their billing information.

## **Once signed up for EBill/EPay will paper bills still be send in the mail?**

Once signed up for EBill/EPay, customers will no longer receive a paper bill from the Village of Golf. An email will be sent that contains a link to bills.

## **Once signed up for EBill/EPay can bills still be paid by mail?**

Yes, customers may send payments through the mail. Customers should print their bill and include it with their payment. However, customers are encouraged to use the Village's online service to reduce waste and save money on postage.

## **Can bills be paid online?**

Yes, once an account has been created on the Village of Golf's eCommerce page, customers may pay their bill online.

## **Once signed up for EBill/EPay can bills be paid through a customer's bank website?**

Yes, customers may opt to have payment made by their bank by entering their bank's website and choosing to have the bank mail a check to the Village via their financial institution's BillPay program.

## **Once signed up for EBill/EPay are customers required to pay the entire bill amount or can they choose how much to pay?**

Bills continue to be due in full each billing cycle. Late fees will automatically be charged to accounts if payment is received after the due date.

[View All FAQ's](#)