

## TOP TEN FAQ ABOUT OUR NEW PAYMENT PORTAL!

1. Your water and tax bills are available to pay through the portal. We are looking to add more departments soon!
2. When you pay with your checking or savings account, there is no payment fee!
3. A 2.8% (or \$1.50 minimum) fee is charged when using a credit or debit card.
4. The payment portal now offers a “cart” feature, which will offer the opportunity to pay multiple water and/or tax bills under one payment receipt.
5. A “paperless” feature can be chosen right through the payment portal so that your water bill can be emailed directly to you rather than by mail (this feature is not available for tax bills).
6. If you set up a user profile with an email address given, the city will send you payment reminders.
7. The portal will have an option to switch the language presented on the page.
8. Questions about billing can always be referred to the Treasurer’s office for tax at 586-574-4542 or the Water Department at 586-759-9200
9. Questions about the payment portal can be referred directly to Point and Pay’s helpline at 1-888-891-6064.
10. Payments post to the City’s records immediately!