



## Payment Processing Frequently Asked Questions

### **What is the fee associated with making a payment?**

There is a vendor convenience fee of \$2.35 per transaction for both residential or commercial customers paying by credit card over the phone or online. Payments made online through **Manage My Account (MMA)**, using ACH payment are FREE.

### **What are the limits on payments made on the non-MMA payment system?**

The payment limits for residential and commercial customers is \$1500 per transaction, limited to five transactions in a 26-day period.

### **How can payments be processed if the amount is more than the limits set by the vendor payment system?**

There are several options available to process payments over the payment limits.

- **Manage My Account**
  - Pay My Bill – Pay by Check (Free Service) - Customers can schedule their ACH payments up to 60 days in advance and can schedule up to 5 future payments at once.
  - **Auto-Pay** - Automatic ACH Monthly Payments (reoccurring monthly payments)
- Schedule payments through your bank
- Any authorized pay stations, such as Western Union (HEB), etc. can process payments. There is \$1 convenience fee.
- Customer walk-in centers – accept cash or check payments

### **Can banking information be stored with the new payment processing system?**

For payments over the phone, one payment type can be saved using the Fast Track option.

The Fast Track payment feature is currently not available when making a payment online using a credit card.

### **Can future dated payments be scheduled for processing?**

Currently, the new payment system is not able to accept future dated payments. Future dated payments can be scheduled using ACH through **Manage My Account** for FREE.

### **Can donations to REAP be made through the new payment system?**

Yes, customers can donate to REAP through the new payment system.

### **Is the payment system available 24/7?**

The automated phone payment system and web payment system are available 24/7 to process customer payments. Payment assistance representatives are available Monday – Friday, 7 a.m. – 8 p.m. CST and Saturday, 8 a.m. – 6 p.m. CST. Payment assistance representatives observe bank holidays.

### **Can payments be made on behalf of a customer?**

The one-time payment option available online will allow payments to be made on behalf of a customer with an account number and the phone number or zip code associated with the account.