CITY OF BATAVIA FAQ

The City of Batavia is excited to provide our customers an upgraded billing and payment experience with the upcoming launch of an all new electronic payment system!

We understand that many of our customers will have questions related to the system and your personal account.

Q: What is changing?

A: The City of Batavia is working with our 3rd party payment processor, Paymentus Corporation, to provide a new payment system. Our goal is to create a simpler and more efficient payment process, while maintaining the same tools you are accustomed to like Auto Pay that help make utility bill payments less time consuming.

Q: When will the new changes be implemented?

The system upgrade will launch December 14, 2020

Q: Will there be an interruption of online City of Batavia bill payment services during the update?

A: During implementation, there may be a short time when the payment service is not accessible.

Q: If am a pre-existing user of the online payment system, will I need to re-register?

A: If you have used our online or phone payment service in the past, you will need to create a new account with Paymentus.

Q: How do I create an account?

A: 1. Select the Paymentus link located on our website at cityofbatavia.net.

2. Select "Don't have an account [Register Now](#)"

3. Enter your email and create a password, complete your formation, and choose to enroll.

4. After creating your account, add your utility account by choosing the Add Account button.

5. Enter your account number

6. For authentication purposes, you will need to enter a portion of the service address that appears on your bill. This will be the numbers and/or letters before the first space of the service address. It will not include the street name. Examples: 1234 W Smith St (enter 1234); 2S650 Main St (enter 2S650). If you are a Commercial Customer, you may have a building indicator as your service address, enter all characters before the first space.

7. Once you have added your account(s) you have many options to choose from for payments, payment history, new bill notifications, etc.

Q: Can I receive an email or SMS notification that my bill is ready?

Yes – you may choose this option when creating your account with Paymentus. After you have created your account you would choose the edit button to select notifications.

Q: Can I go paperless?

Yes – It will be easier than ever to log on and view your bill when it is ready. The City encourages customers to go paperless. The fewer bills that need to be printed helps the environment. It also helps you as the customer because it reduces our costs. If you change your mind, you can always go back to receiving a paper bill.

Q: What payment methods are available?

The online and phone payment system accept Visa, MasterCard, Discover, debit cards, eCheck (ACH) payments, Paypal and Venmo are also accepted.

Q: How does the City of Batavia ensure payments and payment information are secure?

The City of Batavia works with third-party entity, Paymentus Corporation, to process payments and securely transmit financial data. Paymentus maintains the highest degree of physical, logical, application and channel security measures at its disposal and is Payment Card Industry Data Security Standard (PCI DSS) Level 1 compliant and certified – the highest level attainable. The PCI DSS is a multifaceted security standard that includes requirements for security management, policies, procedures, network architecture, software design and other critical protective measures. Paymentus follows all security measures required through Visa and MasterCard guidelines and applies those same strict security standards to banking information.

Why is there a service fee for online and over-the-phone payments?

To provide the highest level of financial security to our customers, the City of Batavia has partnered with Paymentus Corporation. The fee is associated with Paymentus' business costs and **is not charged by the City of Batavia**. 100% of service fee dollars are collected by Paymentus Corporation. The City of Batavia does not absorb the charge because all costs that the City of Batavia covers must be paid for by the ratepayers themselves. Credit cards are charged on a percentage basis so the larger the bill, the larger the cost. That means that those with smaller bills would be supplementing those with larger bills. The City always has cost free payment options available for those that do not want to pay a fee.

Do other organizations charge a service fee?

Yes. Organizations throughout Illinois and the United States charge credit card transaction fees for web and phone-based transactions.

Is it possible to avoid the service fee?

There are multiple ways customers can make a payment without a service fee.

1. Pay in person at the following locations: Utility Billing office at the City of Batavia
2. Mailing a physical check to City of Batavia: 100 N Island Ave, Batavia, 60510
3. Place payment in any City of Batavia Utility Billing drop box
4. Elect autopayment from your checking or savings account by completing and submitting authorization form to the City of Batavia Utility Billing office
5. Pay through your bank if they offer free payment services

Q: Is there a limit on how much I can pay at one time?

Yes – Similar to what the current online options are there is a limit of $500 for residential accounts and $5,000 for business accounts. you may choose this. If your balance is higher than the limit, you may make multiple payments through the online system.

Q: Can I view a history of my bills and payments?

You will be able to view 18 months of billing history on your account going forward. Due to the transition, historical information will not be converted.

Q: When will a payment be reflected on my utility account?

The payments will be reflected on the following business day. Only payments made on the Paymentus site or through your own bank will be reflected in payment history online. Payments made via other methods will be reflected in your account balance within 48 hours.

Q: Can you have multiple utility accounts associated with your Paymentus account:

Yes – you can tie all your accounts to your Paymentus account and make one payment.

More questions?

We are committed to ensuring a seamless billing and payment experience for all City of Batavia utility customers and are happy to assist with any unresolved questions. Please call us at (630) 454-2020 during our regular business hours: 8 AM to 5 PM, Monday-Friday.