

Pay Your Bill with a Credit Card On-line or by Telephone

The Town of River Bend has established a relationship with Official Payments, a third party company that provides customers with the ability to make payments, such as water/sewer bills, online or over the phone using a credit card, debit card, or bank draft.

In just a few minutes, using their secure website or interactive voice response phone system, you can make your payment. Their web based service provides you a record of your payment, and the phone system a confirmation number.

When using this payment method, you will be charged, by Official Payments, a separate convenience fee. The convenience fee is \$4.95 for credit card payments and \$2.50 for E-check payments. These fees will show up as a separate charge on your credit card or bank statement.

ONLINE PAYMENTS

Go to www.officialpayments.com and select Local Payments. Enter the Town's jurisdiction number, 3963, and select Make a Payment. You will see the Payment Entity changes to River Bend, Town of. Select Water and Sewer from the drop down list for payment type and select Make a Payment again. Enter the payment amount, method of payment and select Continue. The convenience fee amount is displayed and you are prompted to accept Official Payments Terms and Conditions. Input your information, your 9 digit River Bend account number as well as your payment information. Once the payment has been processed, you will be provided with a confirmation number for your payment.

TELEPHONE PAYMENTS

Call 1-800-272-9829 and select option 3 for Property Tax and All Other Payments. Enter the Town's jurisdiction number, 3963. Press 1 to confirm the Town of River Bend. Press 1 to make a water/sewer payment. Enter your 9 digit River Bend account number followed by the pound key. You will then be prompted to enter your information as well as your payment information. Once the payment has been processed, you will be provided a confirmation number for your payment.

www.officialpayments.com

1-800-272-9829

 OFFICIAL
PAYMENTS



Town of River Bend • Water Resources Department

45 Shoreline Drive • River Bend • NC 28562 • 252-638-3540



HOW TO STAY INFORMED WITH THE TOWN OF RIVER BEND

Hurricane Florence demonstrated the value of the Town's web page and supplemental notification systems to keep our residents informed with valuable, important information. Obviously, our web page is available 24/7 to anyone who wishes to visit it. However, the additional notification systems that we offer are available by request only. You may choose to participate in one or both of them. You **must** register for either. A description of each follows:

1. **Blackboard Connect:** The Town of River Bend utilizes a notification system that allows us to contact our utility customers with important information about their account or other important information. We are able to contact residents via email, phone call or text or all three methods. You can choose one or all three. We cannot contact you if we do not have an accurate phone number or email address for you. **It is your responsibility to make sure we have accurate contact information for you.** You can register on line at www.riverbendnc.org by clicking on the "Blackboard Connect-Emergency Contact Service" tab on our home page. Then follow the instructions. Note- this system is password protected. Once you create your account, save your password so that you can update your account if your contact information changes.
2. **E-news:** The Town of River Bend sends out weekly e-news bulletins on Wednesday's and additional notices when necessary. You can register on line at www.riverbendnc.org by clicking on the "E-news Service-Sign Up Here" tab on our home page. You do not have to provide your name. You only need to provide a valid email address. Once you do, you will be sent a confirmation email. Once you receive it, all you have to do is click on the confirmation tab. The entire process usually takes about 2 minutes and is very simple.

The hurricane created many problems for many of our residents. After the hurricane many residents were uniformed about what to do and what services were available to them. In many cases, the information they needed was either on our web page or had already been sent to residents who are subscribers to the systems described above. If they had taken a few minutes to subscribe, they could have received some very valuable information. As stated, both of these systems are voluntary. If you choose not to subscribe, you are choosing to **NOT** be informed.

We also offer several methods to remit payment of your utility account. They are:

1. ~~Paying in person at Town Hall with cash or check (except during pandemics)~~
2. Pay with a credit card – **online or via phone as described above**
3. Placing your payment in our overnight payment box located in the parking lot at Town Hall
4. For future payments you can also sign up for AUTOMATIC bank draft by submitting an application at Town Hall