

PAYING YOUR BILL

Northfield Utilities now has more ways to pay your utility bill.

- **Cash**

Just stop by our office anytime between 8:00 am and 4:30 pm Monday thru Friday.

- **Checks**

You can mail your check, put in our drop box on the front of our building or you can just stop in our office anytime between 8:00 am and 4:30 pm Monday thru Friday.

- **Automatic Debit Withdrawal**

Have your utility bill automatically withdrawn from your bank account. If you choose to take advantage of this service, you will receive a billing statement every month showing the amount that will be deducted from your bank account. Once automatic debit has been set up, approximately on the 6th of every month, Northfield Utilities will electronically withdraw the amount from your bank account. To sign up for this free program, please contact our office at 802-485-5411. There is a form that needs to be filled out. To download the automatic debit application form, go to www.northfield-vt.gov click on the electric tab at the top of the page.

The Automatic Debit process is driven by the Customer Identification Number currently on file with Northfield Utilities. That number is an umbrella number covering any and all locations owned by the customers. Therefore, if a customer owns more than one location (such as rentals) and desires only certain location bills to be paid by automatic debit, a new and separate Customer Identification Number will have to be created by Customer Service.

We are unable to process Automatic Debit for electric budget customers at this time.

- **Pay by Credit Card**

Northfield Utilities customers have the ability to pay by credit card through Paymentus Corporation, a third-party automated payment service that accepts VISA, MasterCard or Discover. This allows you to pay your utility bill anytime.

To access this service you will need your account number or your CID number and the amount you are paying. Open a web browser and type in the link below and that will take you to the automated payment service.

<https://ipn.paymentus.com/otp/stde/nfvt>

If you don't have access to a computer, you can pay by phone. The number is **1-855-288-4092**. To access this service you will need your account number or your CID number and the amount you are paying.

Paymentus charges a service fee for each transaction. That fee is \$5.45 for any one payment up to \$300.00. Multiple payments may be made; each one will be charged the transaction fee. This fee goes directly to the credit card company for processing the payment.