

Automated “Pay by Phone” System Is Here!

In keeping with the Payment Card Industry (PCI) Data Security Standards, that seek to increase controls around cardholder data and reduce credit card fraud, all while improving the overall customer experience, we’ve implemented a fully automated “Pay by Phone” system.

Utility Department employees will no longer physically handle the customer’s credit/debit card or checking account information, either in-person or over the phone. The sensitive payment information will remain in the hands of the customer, who will be in complete control of the credit/debit card or checking account information at all times. The office staff will simply assist the customer and guide them through the payment process when making a payment inside City Hall.

All credit/debit card payments that are made directly to the City of North Ridgeville can be done by utilizing the UBILL online payment portal on the city’s website at www.nridgeville.org or through the automated “Pay by Phone” system, where you’ll be asked to enter your account number and payment information on your touch tone phone. You should have your current utility bill and payment information with you before you call the automated system to make your payment.

It’s important to note that we can no longer accept credit/debit card payments at the drive-up window but you’re always welcome to come inside city hall and we’ll gladly process those payments at the inside window with you. Of course, you can also continue to pay your North Ridgeville utility bill through the mail with the return envelope provided with your bill, at the drive-thru window (cash or check only) and, as mentioned before, at the Utilities Department service windows inside city hall during our normal business hours of 8:00 AM to 4:30 PM, Monday through Friday.

We’re always striving to bring our customers the best and latest technology to allow them to make their utility payments easily, safely and securely. We sincerely believe that these measures, while new and different, will increase the security of your sensitive credit/debit card and banking account information and additionally, offer both the UBILL and “Pay by Phone” services for our customers to access anytime, 24 hours a day, 7 days a week, 365 days a year.

You may access the automated “Pay by Phone” system by dialing direct at **1-855-400-3441**. If you have any questions regarding the new “Pay by Phone” system or any of the many payment options that we offer, please call the Utilities Department at 353-0841 and we’ll be happy to assist you and answer any questions that you may have.

STEPS FOR USING THE AUTOMATED PHONE SYSTEM WHEN MAKING A PAYMENT

*****1-855-400-3441*****

- * When you call the automated system first choose the language you want to use, 1 for English or 2 for Spanish.
- * Next, enter your water account number from your North Ridgeville Utilities bill followed by the pound sign (#).
- * The system will give you your current amount owing and give you the option of paying the balance in full (option 1) or make a partial payment (option 2), when putting in a partial payment amount, the last two numbers entered will be considered the cents, so if you enter 2512, the system will take it as a payment of \$25.12.
- * Now you can choose HOW you want to pay, Option 1 is Credit Card, which means either a credit card or debit card. Option 2 is ACH direct debit, which means, this is for using your checking account information.

OPTION 1, CREDIT CARD, meaning a credit OR debit card:

- Enter your 16 digit account number on your card followed by the pound sign (#).
- Enter the 2 digit month of the expiration date followed by the pound sign (#).
** Please remember months 1-9 need a zero first to make it 2 digits.
- Enter the 2 digit year of the expiration date followed by the pound sign (#).
- Enter the 3 or 4 digit verification number (security code) followed by the pound sign (#). *** This is usually located on the back of your card.
- Enter the zip code of the mailing address for the billing statement for this card followed by the pound sign (#).
- When the payment is complete a transaction number is given and the system will ask if you need to hear it again in case you didn't get the whole number or you want to make sure you wrote it down correctly.

OPTION 2, ACH DIRECT DEBIT, checking account info/electronic check

- Enter your bank account number followed by the pound sign (#).
** These are usually the second set of numbers at the bottom of your check
- Enter your bank routing number followed by the pound sign (#).
** These are usually the first set of numbers at the bottom of your check and always have 9 digits in them.
- Enter the zip code of the mailing address for the bank statement for this checking account followed by the pound sign (#).
- The system will now ask you to say "I AGREE" to give permission to the system to withdrawal the amount you have given from your checking account.
- When the payment is complete a transaction number is given and the system will ask if you need to hear it again in case you didn't get the whole number or you want to make sure you wrote it down correctly.

***** PLEASE KEEP IN MIND ***** While making your payment, each time you enter information, the system asks you to choose 1 if the information is correct after repeating it back to you, otherwise choose 2. If at any time you choose option 2 because something was entered incorrectly, the system automatically goes back to the beginning, where it lets you know what forms of payment you can use.