



City of Toledo Department of Public Utilities Online Billing

Frequently Asked Questions

Q: What is Online Billing?

A: Online Billing is designed for account holders to have a convenient way to view and make changes to their utility account.

Q: Who is eligible to use Online Billing?

A: You must be the account holder to register and view information in Online Billing. If you are not the account holder, you may view information on a utility account by utilizing **QuickPay**.

Q: What information will I be able to view in Online Billing?

A: After you have registered you will be able to access your utility account. You can view invoices and balances due, make a payment, sign up and make changes to your bank plan, change contact information and sign up for paperless billing.

Q: Are the Online Billing and QuickPay sites secured?

A: Yes. Real time monitoring of our network is done by IBM 24 hours a day, seven days a week. Online Billing service and QuickPay are hosted on IBM Global servers.

Q: Can I access my Online Billing account and QuickPay using a mobile device?

A: Yes, you may. While there is no mobile application, you may access QuickPay and your Online Billing account by going to <https://toledo.oh.gov/>

Q: Can I use Online Billing from any browser?

A: Yes, however, it's best viewed using Google Chrome or Firefox.

Q: Once I register my account with Online Billing will I still receive a paper bill?

A: Yes, you will receive your bill by mail. However we encourage you to consider the option of paperless billing. **Going paperless means you will be notified by email when you can see your bill online!**

NOTE: When navigating your online billing account, it is best to use the tabs rather than using the back button. Always be sure to Log Out.

Registration

Q: How do I register for online billing?

A: Go to www.toledo.oh.gov/onlinewaterbill : *Your utility statement will aid the registration process.*

1. Select Register Now
2. Create a User Name. (Choose a unique username between 8-10 characters)
If the username is not unique a username will be created with the username chosen adding a number to make it unique.
3. Enter a valid e-mail address. Please be mindful of the email address entered. This is the email address for all future correspondence.
4. Enter a telephone number without dashes. (The phone number entered will be used to update your account preferences)
5. Enter the last four digits of your social security number or enter the last four digits of your Employer Identification Number (Tax ID, EIN) as it is listed on your utility account. If there is not a social security number or employer identification number on file with our office, you will be unable to register. Please contact Customer Service at 419-245-1800 on regular business days from 7 am to 6 pm to find out how to add this to your account.
6. Enter your account number. (This is why it's handy to have bill in front of you.)
7. After a successful registration you will receive an email with a temporary password. You will be prompted to change the password immediately after logging in. A valid email address must be entered at registration in order to receive the temporary password. **PLEASE NOTE: For security purposes your password must include at least one non-letter character, such as %, #, *.**

Q: I've entered the correct information but I'm still unable to register. How do I complete the registration?

A: The validation information such as the last four digits of your Social Security Number (SSN) or the Employer Identification Number (EIN, Tax ID) and Account Number or Service Address must be the same information listed on your utility account. You may need to visit the local office to update your account information before registering. The Walk-In Center is at 420 Madison Ave., Toledo, OH, 43604 and open 8 am to 4:30 pm on normal business days. You are encouraged to contact Customer Service by phone at 419-245-1800 Monday thru Friday 7 am to 6 pm to ensure you have the proper documentation prior to arriving.

The message **"Unable to update contact Info"** indicates you have put in information that we cannot confirm on your utility account, such as a new telephone number or email address. Please enter information as it appears on your utility account. If you do not have an email

NOTE: When navigating your online billing account, it is best to use the tabs rather than using the back button. Always be sure to Log Out.

address, and/or telephone number listed, please contact Customer Service to update your contact information at 419-245-1800 between 7 am and 6 pm Monday thru Friday.

Q: I'm not the owner of the account, but I'm responsible for the bill, can I register for Online Billing?

A: Online Billing is designed for account holders only. However, you may view the amount due and/or total balance owed on the account through **QuickPay** by entering either the Account Number or the Service Address. After viewing the amount due, you may make a payment via **Paymentus** by selecting **Make a Payment**.

Making a Payment

Q: Is there a way to pay the utility bill automatically?

A: Yes. We provide an Automatic Bank Plan that eliminates the need to pay your water utility bill by check or in person. To establish the Automatic Bank Plan through online billing:

1. Log into your account
2. Select the Bank Data tab
3. Select Edit
4. Enter the Bank Routing Number, Account Number, the Account Holder and the Description of the account
5. Select Save
6. You will see "The changes to your bank data have been saved." Please note only the changes to your banking information have been saved, you have not signed up for the Automatic Bank Plan until you complete all steps.
7. Select the Bank Plan tab
8. Select Use an existing bank account or Register a new bank account (If bank account information has not been entered)
9. Select Save

Q: When signing up for the Automatic Bank Plan I get the message, "Your data is currently being processed internally, and therefore you cannot at present make changes." What does this mean?

A: You're likely to see this message if signing up for the Automatic Bank Plan began in the Bank Plan tab instead of the Bank Data tab. If so, press save twice or follow the instructions above.

NOTE: When navigating your online billing account, it is best to use the tabs rather than using the back button. Always be sure to Log Out.

Q: I can't seem to save my routing number, is there a problem?

A: Please thoroughly check the Routing number and the Account Number to be sure it's entered correctly. The routing number will not allow you to save it if it's incorrect.

Q: Does the Automatic Bank Plan pay past due balances?

A: The Automatic Bank Plan withdraws only the current charges, including current Installment payments due. Past due balances must be paid separately.

Q: Will I still receive a paper bill if I establish the Automatic Bank Plan?

A: Yes. You will receive a memorandum bill that looks like a regular bill except it is marked "Bank Plan- Do not Pay." Please review the memorandum. Keep it for your records. However, you are encouraged to consider choosing paperless billing. You will not receive a paper bill, but will receive an email when the memorandum bill is available to be viewed online (in advance of the payment date).

Q: Is there a fee for the Automatic Bank Plan?

A: This is a free service. There is no fee for this service by your bank or the Department of Public Utilities.

Q: When will the Automatic Bank Plan payment be withdrawn from my bank account?

A: The day the invoice is due. However the bank begins the transmittal process two days in advance. If changes need to be made to your bank plan you must contact us at least 4 business days in advance of your due date.

Q: Can my Installment Plan payment be drawn using the Automatic Bank Plan?

A: Yes. The current installment plan payment will be deducted from your bank account the day the installment is due.

Q: Can my monthly budget payment be drawn using the Automatic Bank Plan?

A: Unfortunately we are only able to automatically deduct the current quarterly, monthly or installment plan balance due. Payments made to pre-pay the water utility account are not automatically deducted using the Automatic Bank Plan. You must manually make the monthly voluntary monthly budget payment in advance.

Q: Do I need to reapply for the Automatic Bank Plan every quarter or every month?

NOTE: When navigating your online billing account, it is best to use the tabs rather than using the back button. Always be sure to Log Out.

A: There is no need to reapply. The Automatic Bank Plan deducts the current charges, either monthly or quarterly as they are due.

Q: Can I cancel the Automatic Bank Plan?

A: Yes. You may cancel by calling Customer Service or you may cancel online:

1. Log into your account
2. Select the Bank Plan tab
3. Select Cancel Bank Plan
4. Select Save

To cancel the Automatic Bank Plan by speaking with a Customer Service Representative, call 419-245-1800 from 7 am to 6 pm on regular business days. Remember the Automatic Bank Plan begins to process payments two business days prior to the payment due date, so it is necessary to cancel the Automatic Bank Plan at least two business days before the payment is due.

Q: What if I need to change banks for the Automatic Bank Plan?

A: You may change your bank Online by:

1. Log into your account
2. Select the Bank Plan tab
3. Select Change Bank Plan
4. Select the Radio Dial (Register a new bank account) Enter the Bank Number (Routing Number) and the Account Number. Account Holder, and Account Description are optional
5. Select Save

Or, you may send a voided check* from your checking account to:

DPU
Accounting Department
420 Madison Ave Suite 100
Toledo, OH 43604

***Please include your account number with the voided check to ensure it is processed properly.**

Q: What if my bill is unusually large and I'm on the Automatic Bank Plan?

A: A "hold" can be placed on the account so the current charges will not draw until the bill can be verified. You must contact a Customer Service Representative at least two business days before the due date to discuss the bill. Estimated utility water bills can be adjusted if the in/out

NOTE: When navigating your online billing account, it is best to use the tabs rather than using the back button. Always be sure to Log Out.

meter reads are provided. Customer Service is available at 419-245-1800 Monday thru Friday 7 am to 6 pm.

Q: Can I establish the Automatic Bank Plan for my accounts online?

A: Yes, by going to www.directpaymentplan.com. This is separate from the City of Toledo Online Billing web site.

Q: I've established the Automatic Bank Plan for my water utility account; will my current charges be deducted today?

A: If this is a new Automatic Bank Plan, it might not be activated till the following week. However, if the invoice is due today or within two days it could be deducted the same day.

Q: How do I establish the Automatic Bank Plan for multiple accounts using the Online Billing website?

A: You must register each account number and establish the Automatic Bank plan for each Account. Please follow the steps listed in the first question in this section.

Q: How are returned payments handled?

A: If your payment has been returned by our bank, we will contact you requesting new banking information or a new payment to continue the Automatic Bank Plan. If a payment is returned a second time, you will be removed from the Automatic Bank Plan and charged a return item fee of \$30.00.

Q: When will the payment I made online through Paymentus be seen on my account?

A: Your payment will appear within one to two business days. **If your utility service is turned off or is in danger of being turned off, please contact Customer Service at 419-254-1800 Monday thru Friday 7 am to 6 pm, immediately providing confirmation of your payment. Failure to speak with a Customer Service Representative may result in no reconnection or termination of service.**

Q: Will the payment I made in the Walk-In Center post to my account today?

A: Yes, your cash or check payment will reflect immediately; however credit card payments may require up to twenty four hours before posting to your account. (See note in red above.)

Q: Can I make a one-time payment to my water utility account?

NOTE: When navigating your online billing account, it is best to use the tabs rather than using the back button. Always be sure to Log Out.

A: Yes. You may make a one-time payment by calling Paymentus at 866-417-0726 or online at the link on the Online Billing site (there is a minimal charge for this service). You may also make a onetime payment to your account by selecting Make a Payment though QuickPay. Online payments may not reflect on your account for one to two business days. (See note in red above.)

Inside Online Billing

Q: What is the definition of the terms shown on the Account Summary Screen?

Past Due:

Everything due before today ~ Past Due may include any past due installment plan items. **This amount may be subject to disconnection. If you make a payment, please call Customer Service at 419-245-1800 with your confirmation number immediately following.**

Current Balance:

All items due today or later (may include deferrals). This will not include installment plan items. This balance is due on the date listed to the right.

Next Installment Plan Payment:

Amount of next installment items that fall on or after today ONLY -- This balance is due on the date listed to the right.

Total Due:

The sum of Past Due, Current Charges, and Next Installment Plan ~ the amount is due on the date listed above. This amount will be populated in Paymentus when you go to pay.

Unbilled Charges:

This is where you will see any charges that will be billed in the future. Examples: Future installments plan payments, deferred deposits or fees, etc.

Total Account Balance:

All open items on this account.

Total Paid (Prior Year):

The sum of all payments made to this account during the prior year.

NOTE: When navigating your online billing account, it is best to use the tabs rather than using the back button. Always be sure to Log Out.

Total Paid (Current Year):

The sum of all payments made to this account year to date.

Monthly Budget:

An estimated monthly payment, based on the past 12 months of usage, if you wish to make voluntary monthly payments toward your quarterly bill.

Q: What is the difference between the Total Amount Due and the Total Account Balance?

A: The Total Amount due includes the past due charges plus current charges plus the current installment plan amount (if any). The total amount should be paid by the date listed above. The Total Account Balance includes all charges owed on the account including any future installment plan payments, deposits and fees.

Q: How do I subscribe to paperless billing?

1. Log into your account.
2. Select the Paperless Billing Tab
3. Select Edit
4. Place a check mark next to the question "Would you like to enroll in paperless billing?"
5. Select Save

Please note: You will no longer receive a bill via traditional mail. However, Reminder Notices and Shut-Off Notices will still be delivered via traditional mail.

Q: How can I change the mailing address online?

A: Unfortunately you are unable to change your mailing address online. However, you may call 419-245-1800 Monday thru Friday 7 am to 6 pm to speak with a Customer Service Representative to update your mailing address.

Q: How do I update my contact information?

1. Log into your account.
2. Select the Contact Information tab
3. Select Edit
4. You may change your telephone number, add a fax number and/or change the standard email address. (For each category you must select a standard. This will be the default means of contact)

NOTE: When navigating your online billing account, it is best to use the tabs rather than using the back button. Always be sure to Log Out.

5. Select Save

Q: I am the owner of multiple properties. Can I view all of my account balances under my name?

A: Yes you may, if you qualify for a Master Business Partner account. Please contact Customer Service at 419- 245- 1800 for an application. A minimum of 10 properties is required.

Q: How do I change my password?

1. Log into your account
2. Select the Change Password tab
3. Enter your old password
4. Enter your new password
5. Repeat your new password
6. Select Save

Q: I forgot my password, how do I have it reset?

A: On the Welcome page, select the link Forgot Password

1. Enter your Logon ID
2. Enter your E-mail address (Remember this is the address used to register for Online Billing)
3. Select Submit (a temporary password will be mailed to the email address used for registration)

Q: I forgot my user name, how do I retrieve it?

A: On the Welcome page, select the link Forgot User name. This defaults to an email to DPUOnlineTech@toledo.oh.gov. In the body of the email please provide the following:

1. The first and last name on the account
2. Your Contract Account Number
3. The last four digits of the primary account holders (SSN) Social Security Number or (EIN) Employer Identification Number
4. A telephone number where we may contact you.

An email will be sent to you within 24 hours advising of the Username.

Q: How can I view prior billing statements online?

1. Log into your account
2. Select the Account Summary Tab

NOTE: When navigating your online billing account, it is best to use the tabs rather than using the back button. Always be sure to Log Out.

Q: If I establish a new utility contract, am I able to use the same online billing account?

A: Each account number must be registered separately unless you qualify for a Master Business Partner Account-- see FAQ regarding multiple properties. Otherwise you may use the same email address but must create a unique username.

5-1-19

NOTE: When navigating your online billing account, it is best to use the tabs rather than using the back button. Always be sure to Log Out.