FAQ'S FOR OUR NEW PAYMENT PORTAL!

What is this new payment portal - Citizen Portal?
Citizen Portal is an online payment portal that we have partnered with Paya, a Nuvei company, for our utility bill payments. You access your account from this website, **https://locustvalleywater.payacp.com/home**

Where can I learn more about Nuvei?
Simply visit www.nuvei.com to learn more about our new vendor!

If I had an account with another service, do I have to create a new account in Citizen Portal?
Yes, the accounts do not carry over, so you will need to go through the quick and easy process of creating a new account in Citizen Portal. To do so, please visit: **https://locustvalleywater.payacp.com/home**

Does it cost anything to sign up for online bill payment?
It's free to sign up for online bill payment, enroll in Auto Pay, Text N Pay or e-billing.

If I was previously enrolled in Auto Pay, do I need to re-enroll in the new portal?
Yes, the auto pay does not carry over, so you will need to enroll in Auto Pay once you create a new account in Citizen Portal (see above).

Are there fees associated with making a payment through the Portal?
Yes, there are processing fees that will be assessed, which are lower than our previous payment portal. Those fees are: 2.75% for credit card transactions and a flat fee of $1.95 for ACH transactions. These fees also apply to any auto-payments that are made.

What payment methods can I use?
You can pay your utility bills with a credit or debit card, or through a checking or savings account. We also offer Auto-Pay and Text & Pay programs that allow you to use your preferred method of payment.

What information is available in the Portal?
Account balance, bills and payments are available as well as the ability to enroll in Auto-Pay, e-Billing, and Text & Pay. Portal users can also see current billing address, phone number, and email address that are on file with us.

Do I need to pay my bills from my computer?
Not at all. You can pay your bill from anywhere in the world! All you need is access to the Internet through a Web browser. You then log in to your account using your e-mail address and password. No need to worry about late payments if you're out of town when your bill is due. AND – if you enroll in Text N Pay, you can make a payment right through your cell phone!

How do I know the payment went through?
After you complete the transaction, you will receive a Payment Confirmation on the next screen as well as a receipt emailed or texted, your preference.

What payment options do I have?
We work to ensure you have a variety of payment options available at home or on the go. You can pay Online with any browser from a laptop, PC or Phone, take advantage of our Auto-Pay or Text n Pay options.

Is my information safe?
Absolutely. All the transactions are handled on secure servers and are fully PCI compliant (Standards set for ensuring secure transactions). What is PCI Compliance? Click here to read more.