



FOR IMMEDIATE RELEASE

Contact: Bob Martin 336.883.3178

CITY USING NEW UTILITY BILL PAYMENT PROVIDER

HIGH POINT, N.C. (June 18, 2018) – The City of High Point has selected Paymentus to be its new electronic utility bill payment provider. In an effort to offer more payment options and make transactions more efficient for residents, this new system will be online beginning June 26. Residents are encouraged to preregister beginning June 19 at www.highpointnc.gov. Existing utility accounts and PIN numbers are required.

All payment channels will be accepted including credit/debit cards (Visa, MasterCard and Discover) and eChecks/savings. In addition to the one-time payment option, which does not require registration, customers can create an online portal account where they can go paperless, sign up for E-Bill and receive notifications when new bills are ready. Customers can also manage and pay multiple accounts and enroll in AutoPay, a monthly draft via credit card. Through the IVR system, customers can save one payment method and call direct, no need to wait on the phone to be connected to Customer Service staff.

Customers needing assistance can reach the City of High Point Customer Service Department at 336.883.3111.

For media requests, please contact Customer Service Director Bob Martin at 336.883.3178 or bob.martin@highpointnc.gov.

The City of High Point aims to serve as the catalyst for bringing together the community's human, economic and civic resources for the purpose of creating the single most livable, safe and prosperous community in America. For more information on the City, visit www.highpointnc.gov.

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