

## PAY BY PHONE (ACH or Credit Card)

Make a payment using Interactive Voice Response (IVR) automated prompts. It requires your billing account number, billing ZIP code and your ABA routing number and checking/savings account number or credit card.

- A Call **(888) 675-1383** and **Enter** account number. (If it begins with a number, press 1. If it begins with the letters "OT," press 2.)
- B **Enter** ZIP code.
- C To pay the minimum amount due, **press** 1. To pay ending account balance, **press** 2. To pay a different amount, **press** 3. (If a payment was made within the last 24 hours, the system will notify you.)
- D To pay from a bank account, **press** 1. To pay using a credit or debit card, **press** 2.

## BANK ACCOUNT

- 1 **Enter** your 9-digit ABA routing number, followed by the pound (#) key.
- 2 To confirm the routing number, **press** 1. To change it, **press** 2.
- 3 **Enter** your bank account number, then **press** the pound (#) key.
- 4 To confirm the account number, **press** 1. To change it, **press** 2.
- 5 System will state the payment amount. To confirm the amount, **press** 1. To change it, **press** 2.
- 6 System will request to record your name, phone number, and "Yes" verbal authorization.
- 7 **Listen** until system confirms payment success or failure.

## CREDIT CARD

- 1 After prompt **enter** the credit card number, followed by the pound (#) key.
- 2 **Enter** the credit card 2-digit month expiration and 2-digit year expiration, followed by the pound (#) key.
- 3 **Enter** the 5-digit credit card billing ZIP code (may not match invoice ZIP code)
- 4 To confirm credit card entries, **press** 1. To change them, **press** 2.
- 5 **Enter** the 3-digit CVC security code.
- 6 To confirm payment amount, **press** 1. To change it, **press** 2.
- 7 System will request to record your name, phone number, and "Yes" verbal authorization.
- 8 **Listen** until system confirms payment success or failure.

