



Sandusky County Sanitary Engineer

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Frequently Asked Questions on ONLINE BILL PAYMENT

What credit cards are accepted?

Visa, MasterCard and Discover (American Express is not accepted).

What debit cards are accepted?

Visa and MasterCard (American Express and Discover are not accepted).

What information do I need before paying my bill online?

- Your Sandusky County Sanitary Engineer Book, Account & PIN numbers, and
- Your Credit Card number (Visa, MasterCard, or Discover), or
- Your Debit Card number (Visa or MasterCard).

Is there a fee for paying Online?

The fee for credit cards is \$3.45 per transaction and the fee for debit cards is \$1.50 per transaction. The fee is a third party fee for providing the service and the County receives no portion of the fee.

When will the payment be applied to my water and/or sewer account?

Your payment will be considered accepted and paid on the submittal date; however, the payment may take up to 3 business days for processing.

How do I get a receipt?

You will be able to print a receipt when completing the payment online.

What will show on my Credit or Debit Card Statement?

Transactions on your statement should show "Sandusky County OPC" or "Sandusky County OPAY". The transaction should also have a contact number for Official Payments Corporation who is handling the card transaction.

If my water service has been shut off, can I pay my bill online?

Since you must pay the Turn On Fee at the Sanitary Engineer's Office, it is strongly recommended that the delinquent bill be paid at that time as well. If the delinquent bill is paid via online payment, it may take up to 3 business days for processing and the service will not be turned on until the Sanitary Engineer's Office receives payment notification from the financial institution. Office hours for paying for a service that has been shut off are from Monday through Friday between 8:00 a.m. - 4:00 p.m., excluding holidays.