



# Sandusky County Sanitary Engineers

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## **Frequently Asked Questions on ONLINE BILL PAYMENT**

### **What do I need to do prior to paying my bill online?**

First, you will need to register your email address with the Sanitary Engineers office. Second, you will need that email address, your Book and Account numbers along with your service address as it appears on your utility bill to enter via the "Pay Online" or "Customer Login" from the Sanitary Engineers website. If there are two service addresses, only use the first service address line on your utility bill. When entering the address, it is both case and space sensitive. You will only need this the first time you login to establish your account.

### **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 to pay my bill online?**

After establishing your username and password with your email, you will need the Sandusky County Sanitary Engineer Book and Account numbers, along with either your Credit Card number (Visa, MasterCard, or Discover), or your Debit Card number (Visa or MasterCard).

### **Is there a fee for paying Online?**

Currently, the fee for credit cards is \$4.54 per transaction and the fee for debit cards is \$2.01 per transaction. The fee is a third party fee for providing the service that is subject to periodically change, 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 are able to print a receipt when completing the payment online.

### **What will show on my Credit or Debit Card Statement?**

Transactions on your statement will show "Sandusky County OPC" or "Sandusky County OPAY". The transaction will 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. If after 3:30 p.m., water will not be turned on until the following business day.