

NOTICE FOR CUSTOMERS USING THE UTILITY BILLING WEB PORTAL

Please be advised that a new validation process will be put in place before March 31, 2022 for customers that utilize the E-check method of payment for utility accounts.

E-Check payments are processed using the National Automated Clearing House Association (NACHA). This Association has implemented an enhanced fraud detection rule. Once the rule takes effect, a new set of validation steps is required.

Customers will be required to select their bank, log in with their online banking credentials, and verify the account they are using for their E-check.

The customer's username/password is NOT stored, but a token is created that allows use of the same bank account the next time E-Check is selected without having to sign into your bank account again.

Once the link is established the first time, there is no need to re-validate unless there is change to the bank account being used to make the payment.

Please feel free to contact the Town Office if you have any questions.