

City of Warsaw

Electronic Billing (e-Bill) FAQ

You Can Now Receive your Bill Via Email!

Switch to the City of Warsaw Electronic Billing (e-Bill) option and you'll enjoy the convenience of receiving your bill online. Once registered for e-Bill, we will send all your future bills to the email address of your choosing. Going to e-Bill allows you to receive your bills faster and store them easier than ever before. Go to our website www.welcometowarsaw.com and select the e-bill [sign up](#) page to get the process started!

Go Green and switch to auto-payment along with Electronic Billing (e-Bill)

Reduce your carbon footprint by eliminating ALL paperwork to pay your City of Warsaw bill by authorizing a using direct withdrawal from your savings or checking account. Automatic payment, coupled with e-Bill truly eliminates all of the hassles. Now your bill will arrive via email for easy review, and get automatically paid without you having to write a check, fill out an envelope (don't forget the stamp!) and remembering to put the envelope in the mail. Go to our website www.welcometowarsaw.com and select the ACH [sign up](#) page to get the process started!

What is a City of Warsaw e-Bill?

City of Warsaw electronic billing option (e-Bill) is simply the online delivery of your monthly Utility bill. Each month you will receive an e-mail from the City of Warsaw which will include a summary of your bill as well as a PDF attachment for easy printing or saving in your files.

Is e-Bill different than my paper bill?

e-Bill is the same as a paper bill, it just has a little different layout

How do I participate?

You must sign up for e-Bill by visiting our website, www.welcometowarsaw.com, clicking on the e-Bill-signup link. You will need to provide your name, the service address (your account number would be great!) and an e-mail address where we can send your e-Bill. The City of Warsaw will check this information against our records and if everything looks good, change your account to e-Bill. Please note, when you enroll in e-Bill you should receive an e-mail every billing cycle around the same date each month. If you do not receive your e-Bill, it is possible that your spam filter may be deleting the file. If you do not receive a monthly e-Bill, please contact The City office at 1-660-438-5522 or email waterdept@welcometowarsaw.com immediately to avoid receiving a disconnect notice for non-payment.

How will I know if I've been approved for an e-Bill?

After you have enrolled, The City of Warsaw will send a confirmation e-mail to the e-mail address listed on your enrollment form. This e-mail confirmation will state that your enrollment has been successfully processed and will verify your chosen e-mail address.

Will I still receive a bill through the mail?

After you have received the City of Warsaw e-Bill confirmation e-mail, you will no longer receive paper bills.

Can I get a printed copy of a bill once I am enrolled in e-Bill?

All of your e-Bills will have a PDF file attached for your records. If you lose a file, the City of Warsaw can provide you with a new one. Just call us at 1-660-438-5522 or email waterdept@welcometowarsaw.com and request a new copy and they will email it to you.

What if my e-mail address changes?

If you need to update your e-mail address, just call the City of Warsaw 1-660-438-5522 or email waterdept@welcometowarsaw.com and let them know the change. We will amend your account.

How are payments made?

With e-Bill, you still have all the same payment options as with a paper bill:

- Recurring auto pay via ACH
- Bring your payment into the City office
- Drop your payment in the night drop located in the City office lobby.
- Mail Payment to City of Warsaw P.O. Box 68 Warsaw, MO. 65355.

Please remember to include the payment coupon or note your account number on your check.

How can I discontinue e-Bill?

You can cancel e-Bill by calling the City Of Warsaw at 1-660-438-5522 or email waterdept@welcometowarsaw.com and request a change in your billing option. The City of Warsaw will make the amendment to your account.