

PRESS RELEASE

Release Date: June 12, 2017

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## **Brimfield Residents Can Now Pay Water Bills Online**

**The Village of Brimfield** is pleased to announce a new service—Online, Mobile & Phone Water Bill Payments.

Customers can pay from anywhere, seven days a week, 24 hours a day. To pay, they can log onto [www.brimfieldil.org](http://www.brimfieldil.org), download the “PSN Payments” app from the App Store or Google Play or call toll-free (877-885-7968) to an automated phone payment service. Residents can make a credit card, debit card, checking or savings account payment. They can make an immediate payment, schedule a payment or set up Auto-Pay and not have to worry about making a payment for each bill.

Electronic payments are easy to use. Once registered, the payment process is just three, quick steps. Registration is simple customers can just enter their name and account number, and the system will locate their accounts. Customers can also print receipts, view current balances and view their electronic payment histories whether the payments were made online, on the mobile app or by phone.

If customers have questions about using the online, mobile and phone system, they can call the PSN Call Center, which operates during extended business hours, 365 days a year. Call Center representatives can also make payments on behalf of customers should the need arise. Call Center support and the automated phone system are available in Spanish and English.

The Village’s payment processor charges a convenience fee of \$1.00 for check/savings payments and 2.75% (plus 50¢ if under \$100) for credit/debit card payments.

Security of online information is always a concern, so when the Village looked for a company to provide online and phone payments, that was a top consideration. They chose Payment Service Network (PSN) which has attained Level 1 Certification by the Payment Card Industry – Data Security Standard (PCI-DSS), the highest degree of security awarded by the industry. PSN specializes in providing billing, payment and communication services to utility companies and municipalities. The company was a pioneer in the online payment industry and is based in Madison, Wisconsin.

If customers have any questions, they can call PSN directly, toll free at 1-866-917-7368.

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