

Pay by Phone Service
Survey Results
December 2, 2016

Organization	Does your organization provide a Pay by Phone Service for Water Payments?	Processing Fees		Who is your service provider?	Do you have any advice regarding your experience with this type of service?
		Does your organization pay the processing fee?	Do you pass the processing Fee to the customer?		
City of Downey	Yes	Yes		Paymentus	Contact at Paymentus: Greg Gorman ggorman@paymentus.com
City of Galt	Yes	Yes		Selectron	Utilizing Selectron since 2008, and have received excellent service. Selectron interfaces using PayPal to process the payments
City of Glendora	No				
City of Hemet	No				
Laguna Beach County Water District	No				
City of Modesto	Yes	Yes		Selectron Inc.	Selectron is highly recommended.
Olivehurst Public Utility District	Yes		\$2.00	Official Payments/ Paymentus	This fee is charged to the customer rather than incorporated into the rates because it would be unfair to charge the customers who are not using the pay-by-phone service.
City of Red Bluff	Yes		\$3.50	Paymentus	
City of Redwood City	Yes	Yes		Tele-Works, Inc.	Contacts at Tele-Works: Michael Miller (Project Manager) 540-250-6381; Christine Miles (Account Manager) 540-853-2613 X475 Customer Care 540-953-2631 option 3 customer@summation360.com
City of Shafter	Yes	Yes		Paymentus	Paymentus reports are not user friendly.
City of Simi Valley	Yes	Yes		Paymentus	Extremely beneficial to save staff time, roughly 12% of payments were made via the IVR over the last seven months. They are currently implementing a Spanish Language menu for the IVR. Contact at Paymentus: Jairius McClendon (regional Account Director) 704-512-0535
City of Sunnyvale	No				
Yuima Municipal Water District	Yes		Yes	Official Pay	
City of Yuba City	Yes	ACH Fee \$0.20	Credit Card Fees \$1.60	Paymentus	Recommendation: The city absorbs the processing fees, to encourage customers to utilize the pay by phone system rather than paying with the front counter staff, which is the most costly means of taking payments.