

## Letter From the Treasurer

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Dear Residents,

We want to provide you quality customer service and convenience. Our payment systems need to be user-friendly, keep pace with new technology, and protect your financial information in a cost effective manner.

Working with the Accounting and Water Billing teams, we conducted an extensive review process that compared our payment systems with new vendors. We recommended, and the Board of Trustees approved, making a change that will better meet our goals.

As a customer, you still have the options of paying your water or tax bills at the counter, through the mail, by phone or online. E-check payment are still FREE and credit card payments incur a \$1.50 or 2.8% service fee.

**New services include:** accepting credit cards at the counter, the same phone number for e-check and credit card phone payments, a live person to assist with phone payments during office hours, smart view for tablets and mobile phones, and a new web-portal and dashboard, where you can sign-up for water bill auto-pay and never miss a payment or incur a late fee.

Please call the Treasurer's Office at 586-286-9313, and the Water Department at 586-286-9300, with any questions or issues.

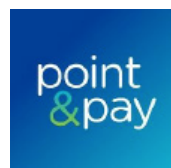
Respectfully,  
Treasurer's Office  
Paul Gielegem  
Clinton Township Treasurer

[Paperless Water Billing](#) We are excited to announce we've launched a new billing and payment portal!

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[Contact Us](#) Water 586-286-9300 | Treasurer's Office 586-286-9313 | Point and Pay Payment: 833-440-3760

Paid for at Taxpayer Expense



# Clinton Township's New Payment System

Our new billing and payment portal is designed to provide you more payment options, top level security of your financial data and a better customer experience. New features include: **credit/debit cards\* accepted at the Treasurer's office counter, voice assisted phone payments during business hours and a new sophisticated web-portal with smart view for tablets and mobile phones. The dashboard allow you to create an account, sign-up for paperless billing, email/text alerts, and auto pay options for water bills.** We also preserved the E-Check payment option for FREE to our customers. Contact the Clinton Township Treasurer's office at treasurer@clintontownship.com, or call us at 586-286-9313 with any questions.

Payment Methods	Old Program	New Program	What It Means For You (+/-)
<b>Pay at Counter</b>	<ul style="list-style-type: none"> <li>Cash or Check</li> </ul>	<ul style="list-style-type: none"> <li>Cash, Check</li> <li><b>NEW Credit/Debit Card*</b></li> </ul>	<p><b>+ You Know Your Payment is Processed for That Day</b></p> <ul style="list-style-type: none"> <li>You Have To Drive To The Township Office</li> </ul>
<b>Check by Mail</b>	<ul style="list-style-type: none"> <li>Send Check by Mail</li> </ul>	<ul style="list-style-type: none"> <li>Send Check by Mail</li> </ul>	<p><b>+ Familiar Method</b></p> <ul style="list-style-type: none"> <li>Pay for Envelope and Stamp</li> <li>Unknown Number of Days Delay</li> </ul>
<b>Your Bank's Bill Pay System</b>	<ul style="list-style-type: none"> <li>Your Bank Either Wires Funds or Mails a Check</li> </ul>	<ul style="list-style-type: none"> <li>Your Bank Either Wires Funds or Mails a Check</li> </ul>	<p><b>+ East To Track Payment</b></p> <ul style="list-style-type: none"> <li>Requires Separate Accounts for Water and Tax</li> <li>Unknown Number of Days Delay</li> </ul>
<b>Pay by Phone</b>	<ul style="list-style-type: none"> <li>One Number for Free E-Check</li> <li>Different Number for Credit/Debit Card</li> </ul>	<ul style="list-style-type: none"> <li>Free E-Check</li> <li>Credit/Debit Card*</li> <li>One Number 1-833-430-3760</li> <li>Voice Operator During Business Hours</li> </ul>	<p><b>+ Convenient and Fast</b></p> <p><b>+ Phones Always Available</b></p> <ul style="list-style-type: none"> <li>Voice Prompts</li> <li>High User Error Rate Keying Routing and Account Numbers In</li> </ul>
<b>Pay Online</b>	<ul style="list-style-type: none"> <li>Free E-Check</li> <li>Credit/Debit Card*</li> <li>Tax - Must Know Parcel Number</li> <li>Water Bill - Must Know Account Number</li> </ul>	<ul style="list-style-type: none"> <li>Free E-Check or Credit/Debit Card*</li> <li><b>Better Payment Portal: Search By Name, Address, Parcel/Account Number</b></li> </ul>	<p><b>+ Convenient and Fast</b></p> <p><b>+ Smart View for Tablet/ Mobile Phone</b></p> <ul style="list-style-type: none"> <li>Need Computer Knowledge</li> <li>Must Type Account Number Correctly</li> </ul>
<b>Auto Pay-Water Bill</b>	<ul style="list-style-type: none"> <li>Free E-Check</li> <li>Credit/Debit Card*</li> <li>Complete Water Department Form, Water Department Establishes Your Account</li> </ul>	<ul style="list-style-type: none"> <li>Free E-Check</li> <li>Credit/Debit Card*</li> <li><b>New Dashboard Options:</b></li> <li><b>Set-up Manage Account</b></li> <li><b>Auto Pay and Paperless Billing</b></li> </ul>	<p><b>+ Schedule Payment Date and Amount</b></p> <p><b>+ Email/Text Reminder</b></p> <p><b>+ Avoid Late Fees</b></p> <ul style="list-style-type: none"> <li>Make Sure Money is in the Account</li> </ul>

\*Credit/Debit Card Transaction Incur a 2.8% or \$1.50 Minimum Transaction Fee From Payment Processor