

# **WATER/SEWER PAPERLESS BILLING**

## ***What is Paperless Billing?***

Paperless billing allows customers the option to stop the mailing of their water/sewer paper bill, and instead, receive their water/sewer bill via an e-mail.

## ***What are the benefits of paperless billing?***

Paperless billing allows you to receive your bill quicker, allowing you a little more time to pay. Paperless bills save money by using less paper and postage. Paperless bills cannot get lost or damaged in route to your mailbox.

## ***How do I sign up for Paperless Billing?***

You can only enroll in paperless billing through the Town of Bethlehem website. You must have your water/sewer account number, email address, telephone number, service address and the name that is on your account. All of this information can be found on your most recent water/sewer bill. You can access the paperless billing form on the town web site <http://www.townofbethlehem.org/paperlessbilling>. You can also access this form under the "Our Services" and "How Do I? - Apply For" menus at the top of most pages.

## ***When will I receive my first email notification for Paperless Billing?***

Once you have completed the [enrollment form](#) on the Town website and check the Agree box, you will receive an email confirmation within 72 hours acknowledging your enrollment in paperless billing. If you do not receive your email confirmation after the allotted time, please contact the water/sewer department at (518) 439-4955, Option1.

Please allow additional time for weekends and holidays.

**Please note:** You are not enrolled until you check the Agree box and receive your confirmation email.

## ***How difficult is it to complete the enrollment form?***

It is a fairly simple form which should take no longer than a few minutes to complete. We recommend that you have your most recent water/sewer bill available to get your account information which is necessary to complete the enrollment form.

## ***Is there any special software that I will need to view my bill?***

No special software is needed for paperless billing.

## ***I have more than one property in the Town of Bethlehem, can I complete one enrollment form for all of my properties?***

No, you must complete a separate form for each property you own.

## ***When will I receive my first paperless bill?***

Your first paperless bill will come approximately 3 months after your most recent paper bill. Your paperless billing schedule will remain the same as your current paper bill schedule. You will receive both a paper bill and an electronic bill for your first billing after you sign up for paperless billing. After you sign up for paperless billing, every bill after your first bill will be electronic only.

## ***Can I get both an electronic and a paper bill?***

No, once you enroll in paperless billing you will only receive both a paper and paperless bill for the first bill. After your first bill you will no longer receive a paper water/sewer bill in the mail. You will need to print out the bill you receive in your email if you want a paper copy for your records.

### ***Can I cancel if I don't like paperless billing?***

Yes, you may cancel your enrollment in paperless billing at any time. You will need to call the Water/Sewer Department at (518) 439-4955, Option 1, to cancel your enrollment in paperless billing. You must have your water/sewer account number when you call for verification purposes. You will then receive an email verifying your cancellation within 72 hours and your future water/sewer bills will be delivered via the US Postal Service.

### ***Can I have the paperless bills sent to 2 different email addresses?***

No, you can only have one email address for your water/sewer bills.

### ***How do I change the email address my paperless bills are sent to?***

You can change your email address as often as needed, by completing the [paperless billing enrollment form](#) on the town website and enrolling the new email address. Once you have entered a new email address for your water/sewer billing account, the previous email address will be removed from the system. In order to complete the enrollment of your new email address, you must check the Agree box and you will receive a confirmation email within 72 hours acknowledging your new email address enrollment.

Please allow additional time for weekends and holidays.

If you don't receive a confirmation email to your new email address, please contact the water/sewer department at (518) 439-4955, Option 1.

### ***Can I sign up for paperless billing if I am currently enrolled in autopay?***

Yes, paperless billing will only change the way you receive your bill. Your automatic payment deduction will remain the same process. Your paperless bill will have the date listed on which your payment will come out of your financial account for payment.

### ***Will there still be a payment stub to submit with my payment?***

No, paperless billing will not have a stub to submit with your payment. You must make sure that you write your complete Water/Sewer account number, contact phone number and service address on your check.

### ***Where should I mail my payment?***

You have several options for making payments:

- Payments can be paid in person at the Tax Department, Monday through Friday from 8:30AM to 4:30PM or mailed to the Town of Bethlehem Tax Department at 445 Delaware Avenue, Delmar, NY 12054.
- There is a secure drop box in the Town Hall parking lot (near the playground) for payments.
- If you no longer wish to mail a payment you also have the option to sign up for autopay. Your quarterly payment will be withdrawn directly from your bank account.  
To sign up for autopay go to the Town website, [www.townofbethlehem.org/autopay](http://www.townofbethlehem.org/autopay).
- There will also be an on-line bill payment option coming in the fall of 2017.

### ***Who should I contact if I have questions about my account?***

You can contact the water/sewer billing department at (518) 439-4955, Option 1. We are open Monday through Friday from 8:30AM until 4:30PM.