

FAQ – Online Bill Pay

1. What website do I use for Water & Sewer Payments to the Town of Denton?

Log onto the Town of Denton website at www.dentonmaryland.com. Click on the red **Online Bill Pay** button at the top. This link will take you directly to the Municipal Payments Online website.

2. What are the fees to make payments online?

The credit card processing fees are 1.75% of your total bill. The web payment processing service charges an additional fee of \$1.25.

3. What are the options for paying my bill online?

There are two options for paying your bill using our online bill pay:

- 1- Quick Pay - allows you to enter your account number and your last payment amount to give you access to your invoice total to pay your bill. No log in is required with this payment feature.
- 2- Log in to Account Management – this allows you to set up an account where you can:
 - View account detail
 - Transaction history
 - Address info
 - Account info
 - Consumption history
 - Pay your bill
 - Pay multiple bills in one payment
 - Save credit card for future payments
 - Manage multiple accounts

4. How can I determine my last payment amount to make online payments?

If you have recently moved in or do not remember your last payment amount, please call our office at 410-479-2050 and we can look up the last payment amount. If you made a payment online, your last payment amount is the amount you paid before any credit card and web payment processing fees. It is the actual amount of your water/sewer bill posted to your account.

5. How do I set up an online account for paying my water/sewer bill?

Go to the online payment login screen and at the bottom select **Register**. Enter your email, name and password. Select Register, when done. An email is sent to your email address to confirm that your address is correct. Check your email to find the “Thanks for registering!” email. Click on the link in the email to confirm your email address and activate your account. Log in using your email address and password. Click on the link to **Add to My Services**. Click on the link for Utility Billing. Click on Add Account – you will be prompted to input your account number and last payment amount. (See above for information on how to determine your last payment amount.)

6. How can I sign up for reminder notices via email or text?

Once you set up your online account and link it with your water and sewer bill, you can set up to receive email or text reminders. Click on the **Sign up for Reminders** link on the right side of the Utility Billing Home page. Sign up for text or phone call reminders on the first tab and email reminders on the second tab. Under the email reminders tab, there are several options for what type of reminders you wish to receive. These can be turned on and off as needed. Click **Update** when finished making your selections. If you no longer want email or text reminders, log in to your account and make the appropriate selections to update your account to limit reminder messages.

7. I have recently moved out of the Denton Town limits. How can I have my email removed from the account?

Please call our office at 410-479-2050 to have your email removed from the account.

8. How can I remove my water/sewer account from the online payment services website?

Click on the link **Remove from my services** link on the lower right side of the online payments website. Confirm that you want to remove the Town of Denton from your services.

Note: Removing Town of Denton from My Services removes your online services membership for Town of Denton and your ability to use online services that require membership. If you choose to remove Town of Denton from My Services, you will no longer see Town of Denton in your My Services list and will no longer be able to use online services that require membership. Removing Town of Denton from My Services does not disconnect your service, put your service on hold, or affect any other previous transactions and communication made with your online services membership. You will still be able to use services that do not require you to login.

Personal information stored in your Member Profile (i.e., credit card, eCheck, email, name, and phone number information) are not removed.

9. Is using Online Bill Pay safe & secure?

Municipal Online Payments guards your online transactions. The actual transmission of your payment information over the Internet is at its safest when your Web browser can make an encrypted connection, and for your protection, we will only process your order if you can make such a connection. If you have trouble with the encrypted connection, your computer, Web browser or your Internet connection cannot support SSL (Secure Socket Layer), then you will want to consider other payment options (see Question #11 below).

10. What if I cannot pay the balance of my bill in full?

If you are unable to pay your bill in full by the due date, please call the Town Office at 410-479-2050 to set up payment arrangements.

11. What are my other payment options?

There are several convenient ways to pay your water bill, if you choose not to use the Municipal Online Bill Payment System.

The Denton Town Office can accept water bill payments using the following methods of payment:

- Check
- Money Order
- Cash
- Credit Card (must come into the lobby to use the card)
- Your Bank Bill Pay

Payments are accepted:

- In the lobby at the Town Office located at 4 N. Second St. Denton MD
- At the Drive-up window located behind the Town Office (open from 8:30 to 4:00 daily)
- Via mail
- In the Night Drop Box on the side of the building next our main door
- Using your Bank Bill Pay online

To avoid water being shut off, payments must be made by the due date on the bill.

Please call 410-479-2050 if you have any questions regarding your water bill or about making payments.

