

FAQ'S FOR OUR NEW PAYMENT PORTAL!

Rae Subdivision County Water and Sewer District

What is this new payment portal - Citizen Portal?

Citizen Portal is an online payment portal that we have partnered with Paya, a Nuvei company, for our utility bill payments. You access your account from this website, <https://raewater.payacp.com>

Where can I learn more about Paya?

Simply visit www.paya.com to learn more about our new vendor!

If I had previously enrolled in automated bank draft, do I have to create a new account in Citizen Portal?

The ACH bank draft will continue to be processed the same way so you do NOT need to create an account. If you would like online access to your account to view balances etc. then you will need to create a new account in the Citizen Portal. If you choose to sign up for auto pay through the portal, then there a fee will be charged to process the ACH payment. To do so, please visit: <https://raewater.payacp.com/portal/signup>

Does it cost anything to sign up for online bill payment?

It is free to sign up for online bill payment, enroll in Auto Pay, Text N Pay or e-billing.

Are there fees associated with making a payment through the Portal?

Yes, there are processing fees that will be assessed, which are lower than our previous payment portal. Those fees are: 3.00% for credit card transactions and a flat fee of \$1.95 for ACH transactions. These fees also apply to any auto-payments that are made. **Please Note:** there is no additional fee assessed if you call the Paya Support Center (866)987-4432 and they can assist you.

What payment methods can I use?

You can pay your utility bills with a credit or debit card, or through a checking or savings account. We also offer Auto-Pay and Text & Pay programs that allow you to use your preferred method of payment.

What information is available in the Portal?

Account balance, bills and payments are available as well as the ability to enroll in Auto-Pay, e-Billing, and Text & Pay. Portal users can also see current billing address, phone number, and email address that are on file with us.

Do I need to pay my bills from my computer?

Not at all. You can pay your bill from anywhere in the world! All you need is access to the Internet through a Web browser. You then log in to your account using your e-mail address and password. No need to worry about late payments if you're out of town when your bill is due. AND – if you enroll in Text N Pay, you can make a payment right through your cell phone!

How do I know the payment went through?

After you complete the transaction, you will receive a Payment Confirmation on the next screen as well as a receipt emailed or texted, your preference.

What payment options do I have?

We work to ensure you have a variety of payment options available at home or on the go. You can pay Online with any browser from a laptop, PC or Phone, take advantage of our Auto-Pay option or Text n Pay, or contact our Live Call Center where an agent will assist you over the phone. Live agent support is available 8am-5pm Central, Monday through Friday.

Is my information safe?

Absolutely. All the transactions are handled on secure servers and are fully PCI compliant (Standards set for ensuring secure transactions). What is PCI Compliance? [Click here to read more.](#)