

**THE CITY OF OXFORD  
CREDIT CARD PAYMENT PLAN  
FOR UTILITY PAYMENTS**

**Q. How do I sign up for the Credit Card payment plan?**

A. It's very easy...Simply complete the special City of Oxford request form.

**Q. How will my bill be paid by this method?**

A. The City will process a charge to your credit card on the 18<sup>th</sup> of the month, after mailing, unless the 18<sup>th</sup> is a weekend or Federal Reserve holiday, in the amount of your current net utility bill.

**Q. Will I still receive a utility bill showing the consumption and breakdown of charges?**

A. Yes, you will receive the same bill card as you do now, with a notation that a Credit Card plan is in effect. You will be sent the bill on the first working day of the month.

**Q. How can I be sure that my bill has been paid?**

A. The charge will appear on your next credit card statement and you will be contacted by the City if there is a problem with processing your charge.

**Q. Why is the City offering this new service?**

A. Many customers have been requesting this service. Monthly credit card payments are a modern, convenient method of paying bills which provides savings by eliminating the need to write a check, pay postage, and other related costs.

**Q. Can I cancel the credit card payment plan at a later date?**

A. Yes, merely provide the City with a written notice of cancellation at least three (3) working days prior to the bill due date.

**Q. Is there a charge for this payment plan?**

A. There is no additional charge by the City.

**Q. What if I have a question about the amount of my bill?**

A. There is no charge. Just give us a call at (513) 524-5221 or visit us at the City Building.

**Q. What are my responsibilities under this new payment plan?**

A. You need only to complete the simple request form . If or when you receive a new card or a new expiration date for your current card, please contact us.

**Q. Am I required to sign up for credit card payment?**

A. No, this new service is totally voluntary, and the existing payment methods will still be accepted.