

**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 18th of the month, after mailing, unless the 18th 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.