



FOR IMMEDIATE RELEASE

E-Bills Become Available for Fairmont Utilities Customers  
*Customers can now sign up to receive e-bills.*

FAIRMONT, WV- May 11, 2015- The City of Fairmont will officially launch E-Bills for utilities customers beginning May 18<sup>th</sup>. E-Bills will only be available for City Services bills, but not other charges. Customers that are already utilizing the online payment system can log on and select the option to receive E-Bills by opting out of receiving paper bills. City customers that have not already created an account can visit the City's website and select "Online Payments" and follow the steps to create an account.

"This option will allow our customers to receive their bill a lot faster, in some cases within 12 hours," said Utility Controller Mark Moore. Customers that sign up for E-Bills will receive their City Services bill as much as 5 days faster than they will when the bill is mailed.

The City will require that customers keep them updated on their current email address and will not be responsible for E-Bills that are not delivered due to an undeliverable email address. "This is a service that we are happy to provide to our customers and hope they know that we are trying to make our process more advanced to better serve them," said Utility Manager David Sago.

Adding E-Bills to the online payment option allows for even more access to the City Services bill and forms of payment. Prior to the launch of E-Bills, customers have had access to bill pay, budgeting, and viewing the current balance of a bill all in the same location online.

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