



Dear Customer,

Beginning October 1, 2021 Xpress Bill Pay will be assessing a fee for all payments using a credit card, debit card or electronic check to cover the costs associated with processing these payments. In the past, the city has paid all processing costs associated with these electronic payments. The city will no longer absorb these costs.

If you choose to use one of these types of payment, transaction fees will be charged as follows:

Credit Card or Debit Card – 2.75% (includes AutoPay)

Electronic Check - \$1.00 (includes AutoPay)

No transaction fees will be charged if you pay by cash (in person), check (in person or by mail) or bank draft set up through the city (not online).

The transaction fees are only assessed at the time of payment. Features like online bill display, email/text notifications and paperless billing will still remain free of charge.

Xpress Bill Pay AUTO PAY CUSTOMERS:

Before your Auto Pay is scheduled to process for the October 2021 billing, we recommend you login into your Xpress Bill Pay account to review your Auto Pay configuration and the associated transaction fees. If you are unwilling to accept the transaction costs required for processing your Auto Pay, you will need to deactivate your Auto Pay.

We appreciate your understanding in this matter.

Thank you,

City of Portland
615-325-6776
www.cityofportlandtn.gov