



"WHERE THE WEST BEGINS"

CITY OF MANDAN

MANDAN CITY HALL - 205 2nd Avenue NW
MANDAN, NORTH DAKOTA 58554

701-667-3215 • FAX: 701-667-3223 • www.cityofmandan.com

CITY DEPARTMENTS

ADMINISTRATION	667-3215
ASSESSING/BUILDING INSPECTION	667-3230
BUSINESS DEVELOPMENT	667-3485
CEMETERY	667-6044
ENGINEER/PLANNING & ZONING	667-3225
FINANCE	667-3213
FIRE	667-3288
HUMAN RESOURCES	667-3217
LANDFILL	667-0184
MUNICIPAL COURT	667-3270
POLICE	667-3455
PUBLIC WORKS	667-3240
WASTEWATER TREATMENT	667-3278
SPECIAL ASSESSMENTS	667-3271
UTILITY BILLING	667-3219
WATER TREATMENT	667-3275

Dear Mandan Citizens and Property Owners:

The City of Mandan Utility Billing Department is sending this letter to notify customers of immediate and necessary changes to its utility billing process. We are making changes to rectify problems that occurred in the past two months with a new online billing and payment service.

The City earlier this year converted to a new utility billing software program and entered into an agreement with Payment Services Network. Our goals were to improve customer service and reduce costs. The service allowed for online bill viewing. Unfortunately, technical issues and a lack of customer service by providers mean we need to return to our previous billing system.

We apologize for the frustration and inconvenience this causes for our customers. Of utmost importance is that City utility bills are accurate with auto payments deducted appropriately and customer accounts credited correctly for payments. If you have questions on past bills or payments, please contact Utility Billing at 667-3219 or e-mail water@cityofmandan.com.

Effective August 11, 2014, we are restoring the previous utility billing program that operates on an AS/400 computer system and renewing a previous relationship with an e-processing firm for credit card payments. A firewall on the older system prevents interaction needed for online viewing of bills and water usage. We will continue in 2015 to seek an accurate, trustworthy and customer-friendly solution to online viewing of utility bills and water usage.

Meanwhile, the City will mail all bills. Please be aware water bill account numbers have reverted back to those used prior to the June conversion. Be sure to use the water bill account number on your August and future statements when making payments. Here are payment options:

- **Automatic checking or savings account deductions.** Customers wishing to have their monthly payment for their utility bill deducted from a checking or savings account will need to re-enroll. A sign-up form is provided on the other side of this letter and on the city website.
- **Online.** You may make payments through www.cityofmandan.com with a Visa, Master Card, or Discover card or through internet systems provided by your bank or credit union. Note your water bill account number to receive appropriate credit.
- **Traditional payment methods.** Mail payments to Utility Billing, Mandan City Hall, 205 Second Ave NW, Mandan, ND 58554. Utility payment drop boxes are also located at City Hall (drive-up on the north side of the building) and Dan's Supermarket.

Again, we are very sorry for the inconvenience caused by utility bill payment changes and are grateful for your patience.

Sincerely,

Greg Welch
Finance Director