

UTILITY BILL & PAYMENT OPTION CHANGES

WHEN

**Coming Soon –
Tentatively set for
February 20, 2025**

WHAT

**New Utility Bill Format
New Online Bill Pay Portal
New IVR-Phone Pay System**

WEB ADDRESS:

COLUMBUSCO.ORG

HOME PAGE QUICK LINK: PAY MY UTILITY BILL
PLEASE BE AWARE, COLUMBUS COUNTY
COLLECTION CENTER/PUBLIC UTILITIES
ONLY ACCEPTS AUTHORIZED PAYMENTS
THROUGH THE COUNTY'S WEBSITE PORTAL
FOR ONLINE UTILITY PAYMENTS. (WEB
ADDRESS LISTED ABOVE)

CAUTION! THE "DOXO" PAYMENT PLATFORM
IS NOT AFFILIATED WITH COLUMBUS
COUNTY PUBLIC UTILITIES. IT IS HIGHLY
RECOMMENDED NOT TO USE THIS PAYMENT
PLATFORM.

WHAT TO EXPECT

Current Online Bill Pay Portal & IVR-Phone Pay Systems (Logics) will be **SHUT DOWN** during the software transition process.

These platforms will be unavailable for approximately 5 to 10 days depending upon transition timing.

You will need to make arrangements to pay your bill without these platforms during that time period.

Once the current Online Bill Pay Portal is shut down, customers that have scheduled Auto Payments through the Online Bill Pay Portal **WILL NOT PROCESS!!!!**

It will be the account holder's responsibility to assure payments are made in a timely manner to avoid late fees, penalties and service disconnects during this transition.

UTILITY BILL FORMAT

Your utility bill will look different with the first billing from the new software.

Your Utility Account Number(s) will change. Your old account numbers will not work with the new payment platforms.

The new Online Bill Pay Portal will be located on the County's website. From the homepage under "Quick Links" you would click "Pay My Utility Bill". You will be directed to:
EdmundsGovPay.com/Columbus County

The new IVR-Pay by Phone telephone number will be located on the front of your new bill for your convenience.