



## NEWS RELEASE

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OFFICE OF THE CITY MANAGER

### FOR IMMEDIATE RELEASE

**SPRINGFIELD, OH (June 21, 2022)**

#### **City Upgrades Its Utility Billing and Payment Systems**

The City is upgrading its utility billing and payment systems, streamlining processes and improving payment options for the convenience of customers, City officials announced today.

The City has partnered with SmartBill and Invoice Cloud to bring utility customers an even more efficient system of billing and payment. SmartBill will provide bill printing and mail delivery services, and Invoice Cloud will serve utility customers with online payment options.

“Our hope was to bring more efficiency and convenience to our utility customers, and these new services will help to facilitate that goal,” said City of Springfield Finance Director Mark Beckdahl. “It’s important that we meet our customers where they are, and provide the services that meet their needs.”

All utility customers will temporarily receive paper bills in the mail, beginning this week, including customers who’ve opted for paperless billing under the previous provider. A paperless billing option will be available to customers next month.

Customers can pay their bill online at [invoicecloud.com/CityofSpringfield](https://invoicecloud.com/CityofSpringfield). Currently, customers who use Invoice Cloud can pay by electronic check, credit card and Google Pay. An even wider scope of payment options will be available to customers in mid-July. Customers may also pay their utility bills in person at City Hall, 76 E. High St., leave their payment in the dropbox outside that building on North Fountain Avenue, or deposit payment in the dropbox at the City Service Center, 2100 Lagonda Avenue.

Those customers who currently pay their bill through ACH autopay will continue to have uninterrupted service. Customers who wish to sign up for ACH autopay may do so at [directpaymentplan.com](http://directpaymentplan.com).

City utility customers may find more information at [springfieldohio.gov/utility-billing](http://springfieldohio.gov/utility-billing), or may call the Utility Billing Division at 937-324-7365.

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