

GALLATIN COUNTY WATER DISTRICT IS PLEASED TO ANNOUNCE A NEW PLATFORM TO PAY YOUR UTILITY BILL

On September 20, 2023, we will be updating our billing software. We will be unable to accept any credit card payments on Monday, September 18th or Tuesday, September 19th. Our office will be closed on Wednesday, September 20th, and reopen on Thursday, September 21st.

The Gallatin County Water District website will remain the same, <https://gallatinwater.com>. There will be a new customer portal <https://gallatinwater.utilitydistrict.com>. There will be a link on the website to the web portal but you can also access the portal by using the web address provided above. You will be required to create a new web portal customer account. Once you are enrolled, you will have the option to set up paperless billing, autopay using your credit or debit card and text to pay. Or you can choose just to pay as charges are incurred. The portal will provide you with a rolling 12 months of usage history for your utility services. It will also provide you with a listing of all transactions made on your utility account. You will be able to view your bill on-line and the appearance will be exactly as if you have received it via mail. You can add multiple billing accounts to your web portal account and pay the associated accounts on-line as one transaction if you choose. If you are a landlord of many properties, ask the office about the new Landlord web portal functions. If you experience any issues with being able to set up a web portal account, feel free to contact the office at 859-643-5200.

You will still be able to make phone payments by calling the new number 866-751-1080 beginning September 21st, 2023. No phone payments can be made on Monday, September 18th through Wednesday, September 20th.

All the payment options will be processed by a new credit card processor, Efexsys. The cost of credit/debit card transactions will be \$2.50 flat rate for the first \$50.00 charged and an additional 2.8% of any additional amount over \$50.00. At this time, Electronic checks are not currently accepted. This functionality should be available soon.

We will be accepting payments using a new Counter Receipts application. You will receive a paper receipt for all received transactions. Receipts for payments can be e-mailed to you if we have your e-mail address on file.

Please be patient with us as we make these changes. We hope that the additional services will be of benefit to each of you.