

Welcome!

In an effort to streamline our operations and improve customer service, the City of Redmond has implemented the Utility Billing Payment Line, an Interactive Voice Response (IVR) solution.

We encourage you to use the Utility Billing Payment Line to fulfill many of your needs. You can use the systems 24 hours a day, 7 days a week, 365 days a year to do many things:

- Check account information
- Check billing history
- Check payment history
- Make a payment
- Request a fax

With so many things you can do – at your convenience, whenever it fits your busy schedule – the IVR system is a great way to check on your water and trash accounts. You can still speak to a live Customer Service representative any time during regular business hours by calling the same number, too!



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Selectron
VOICE • WEB • MOBILE

www.selectrontechnologies.com

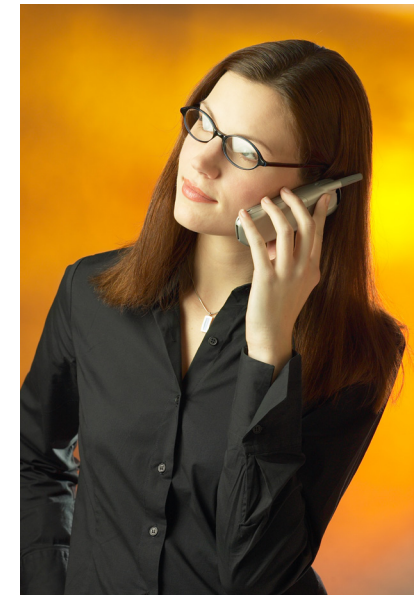
716 SW Evergreen Ave.
Redmond, OR 97756



*Utility Account Information
is just a Phone Call Away!*



City of Redmond



Utility Billing Payment Line

(541) 923-7765

What You'll Need

To use the City of Redmond's Utility Billing Payment Line, just follow these steps.

First, find your account number on your bill.

Service Address 1234 MAIN STREET PAGE 1

Account Number	Svc From	Svc To	Bill Date	Due Date	Last Bill Amount
12345-6789	9/15/10	10/22/10	10/22/10	11/15/10	68.37

Rate Class: RESIDENTIAL
 Last payment amount/date: 68.37 10/07/10
 Current Previous: 207 199

Service	Consumption	Charge	Total
W BASE RATE		12.00	
W WATER USAGE CHARGE	800.00	8.16	20.76
TOTAL WATER SERVICE			20.76
CC WATER QUALITY FEE	9/15/10 10/15/10	.28	.28
SW SEWER CHARGES		30.75	30.75
35 GAL CART	10/15/10	13.52	13.52
Total Current Charges		65.31	65.31
Balance Forward		-.00	-.00
Total Amount Due		65.31	65.31

Please refer to the upper right hand corner of the statement to determine if you have a balance forward amount. If you have a balance forward amount it must be paid by 11/15/2010 to avoid interruption in service.

Account Number
12345-6789

WATER/SEWER/GARBAGE BILLING

Service Address	Account Number	Bill Date	Due Date
1234 Main Street	12345-6789	10/22/10	11/15/10

Total Current Charges 65.31
 Balance Forward -.00
 Total Amount Due 65.31

THANK YOU

JOHN SMITH
 1234 MAIN STREET
 REDMOND OR 97756-8838

CITY OF REDMOND
 P.O. BOX 577
 REDMOND, OR 97756-0131

00003510100000304600000006531

Then, call the following number:

(541) 923-7765

and follow the simple instructions to get your balance, hear your payment history, pay your bill, and much more.

How It Works

Once you're connected to the Utility Billing Payment Line, choose [1] for English. Then pick one of these options:

- Press [1] - To make a payment
- Press [2] - For account information
- Press [3] - For payment history information
- Press [4] - For billing history information
- Press [0] - To speak with customer service
- Press [*] - For general information about the system



Disponible en español

Simplemente llama la sistema:

(541) 923-7765

y oprima [2] para continuar en español.



Make a Payment

With City of Redmond's Utility Billing Payment Line, you can pay your balance by:

- Visa
- MasterCard

All transactions are **fast** and **secure**.

In case of a
 Utility Emergency,
 please call
(541) 504-2000