

FAQ'S FOR OUR PAYMENT PORTAL! INFORMATION REVISED 2/6/25

What is the payment portal - Citizen Portal?

Citizen Portal is an online payment portal that we have partnered with Paya, a Nuvei company, for our utility bill payments. You access your account from this website, <https://hobart-wi.payacp.com/portal/signup>.

New to Hobart?

Your first water utility bill will be received by USPS, it will contain your new water utility account number. You will need to make your first payment by check/cash by mailing, stopping in the office, or dropping in the outside drop box. The online payment system needs time to update all your account information to prepare you for online paying. You can register and sign up for Auto-pay with your second billing.

Does it cost anything to sign up for online bill payment?

It's free to sign up for online bill payment, enroll in Auto-Pay, Text N Pay or e-billing.

Are there fees associated with making a payment through the Portal?

Yes, there are processing fees that will be assessed, those fees are: 2.5% for credit and or debit card transactions and a flat fee of \$.75 for ACH (checking or savings) transactions. These fees also apply to any auto payments that are made.

What payment methods can I use?

You can pay your utility bills with a credit or debit card (plastic card), or through a checking or savings account (use routing and account number). We also offer Auto-Pay and Text & Pay programs that allow you to use your preferred method of payment. Auto-Pay will automatically be paid on your bill due date.

What information is available in the Portal?

Account balance, bills and payments are available as well as the ability to enroll in Auto-Pay, e-Billing, and Text & Pay. Portal users can also see current billing address, phone number, and email address that are on file with us.

Do I need to pay my bills from my computer?

Not at all. You can pay your bill from anywhere in the world! All you need is access to the Internet through a Web browser. You then log in to your account using your e-mail address and password. No need to worry about late payments if you are out of town when your bill is due. AND – if you enroll in Text N Pay, you can make a payment right through your cell phone!

You can NOW pay your bill by calling the PAYA automated phone system (920) 824-3094. Available 24/7!

How do I know the payment went through?

After you complete the transaction, you will receive a Payment Confirmation on the next screen as well as a receipt emailed or texted, your preference. ***Although you receive payment confirmation, monitor your bank accounts to verify the payment processed out of your account. Enter digits and data carefully to assure accuracy to avoid any bank rejections due to account or key in errors.***

Non-sufficient fees (\$50 + bank fees) are charged if there are not enough funds to cover your transaction which may happen after the PAYA payment confirmation when it reaches the bank. Rejection fees (aka Return Fees [\$50 + fee]) are charged if there is an attempt to withdraw funds and the account is not found - this may be caused by a key in error or not selecting the correct account type (checking/savings).

What payment options do I have?

We work to ensure you have a variety of payment options available at home or on the go. You can pay Online with any browser from a laptop, PC, or phone, take advantage of our Auto-Pay option or Text n Pay.

Is my information safe?

Absolutely. All the transactions are managed on secure servers and are fully PCI compliant (Standards set for ensuring secure transactions). What is PCI Compliance? [Click here to read more.](#)