

IMPORTANT INFORMATION ABOUT NEW BILL PAY SYSTEMS

The city has upgraded our accounting software and changed the way you can pay your bill online and over the phone. To pay over the phone have your Book and Account number ready and call (855) 375-0921. Your book and account number is found on the top right of your bill. To Pay online go to our website www.cityofwestmorland.net and click on the Pay Online button on the top of the page. You will have two options; one time pay or create an account. You will need your book and account number, first and last names on the bill, and a payment method. Your bill will be available to view online after secure login.

Important Payment and Fees Information: *Información Importante de Pago y Cargos:*

Your bill is due and payable upon receipt. Bills are delinquent 21 days after the date of issuance. Bill due date is on your bill face on the left side. If bills are not paid upon becoming delinquent, the City may impose a late payment charge and/or discontinue the service in accordance with applicable law and City policy. A written notice of impending termination will be sent according to P.U.C. §16482.1 and SB 988. Should your service be terminated, you will be charged additional fees, including late fees and any applicable reconnection charges. Please refer to www.cityofwestmorland.net for additional fees and charges.

Su factura es pagadera al recibirla. Las facturas se vencen 21 días después de la fecha de expedición o de acuerdo a la ley y política de la ciudad. Se notificara por escrito el inminente corte de servicio de acuerdo a P.U.C. §16482.1. Si su servicio es interrumpido se cobraran cargos adicionales incluyendo el cargo por pago vencido y cargos por reconexión. Favor de revisar las siguientes políticas de la ciudad de Westmorland y cargos adicionales.

Make your checks payable to: City of Westmorland
Haga sus cheques a: City of Westmorland

Payment is due upon receipt.
El pago está vencido al momento de recibirlo.

There is a \$25 fee to set up an account / open service. Renters must pay a deposit of \$200.
Hay un cargo de \$25 para abrir una cuenta / abrir el servicio. Las inquilinos deben pagar un depósito de \$200.

There will be a \$30 charge on all returned checks.
Habrà un cargo de \$30 por cheques devueltos.

Late fees are \$10 on all past due accounts, and are applied on the 23th of each month.
Los recargos son \$10 en todas las cuentas vencidas, y se aplican el día 23 de cada mes.

Past due accounts that have been properly noticed are subject to turn off.
Cuentas vencidas que han sido debidamente notificadas están sujetas a corte de servicio.

Reconnection charges may apply on delinquency shut offs.
Es posible que se apliquen cargos por reconexión en los cortes de morosidad.

All charges including late and reconnection fees must be paid before reconnection.
Todos los recargos incluyendo el cargo por retraso y por reconexión deben ser pagados antes de la reconexión.

Payment Arrangements are available through the city upon request. Call 760-344-3411 for more details.
Los arreglos de pago están disponibles a través de la ciudad bajo petición. Llama al 760-344-3411 para obtener más detalles.

Customer Requested Stop Service: Signature of service customer required to disconnect.
Corte de servicio: Cuando el cliente solicite corte de servicio, se requerirá su firma.

Trash Company: CR&R - 599 E Main St. El Centro CA 92243 • (760) 482-5655
Compañía de Basura: CR&R - 599 E Main St. El Centro CA 92243 • (760) 482-5655

City Council meets the first and third Wednesday of each month at 6:00 pm at 355 South Center St., Westmorland, CA.
La junta de La Ciudad Council es el primero y tercer jueves de cada mes a las 6:00 pm en 355 S. Center St., Westmorland, CA.

How To Pay Your Bill Online or by Phone



City of Westmorland
PO BOX 699
355 S Center Street
Westmorland, CA 92281

Book: 2025 Account: 1234 Bill Date: 01/24/2025



Due By: 02/22/2025 Amount Due: \$ 147.38

Amount Enclosed:

Due After: 02/22/2025 Amount: \$ 157.38

JOHN DOE
PO BOX 699

355 S CENTER STREET
WESTMORLAND, CA 92281

Service Address
PO BOX 699
355 S CENTER STREET
WESTMORLAND, CA 92281

*** Return this portion with your payment ***

Book: 2025 Account: 1234

Service Address
PO BOX 699
355 S CENTER STREET
WESTMORLAND, CA 92281
From:
To: 01/17/2025
Bill Date: 01/24/2025
Read Date: 01/17/2025
Due Date: 02/22/2025
Next Read Date: 02/18/2025

Activity	Days	Serv Code	Service Description	Prior Reading	Present Reading	Usage	Charges
Prev Balance							.00
Late Fee:							.00
Adjustment							.00
Payment:							.00
Net Balance							.00
Bill	RW		RESIDENTAL WASTEWTR				43.03
Bill	RT		RESIDENTAL TRASH				25.46
Bill	WA		RESIDENTAL WATER				75.00
JPA	TX1						3.29
Total New Charges							147.38

Your new customer **Book and Account** number located in the upper right corner above the bar scanner.

First and Last Name on the Account which you will need to pay your bill.

Previous Balance, Late Fees, Adjustments and Prior Payments and your **NEW BALANCE**

Wastewater Charge
Trash Charge
Water Charge
State Tax and JPA Tax
Total NEW CHARGES

Due By Date is the last day to pay the bill without late fees. The **Due After** day is the last day to pay without late fees. late fees will be applied to your bill the next day.

PAYMENT PROCESSING FEES:

The city has started to collect service fees when paying with credit/debit cards. These fees are the fees the banks charges to process your payments. These fees do not go to the city. The only fees going to the city are the amounts included in your bill as shown above.

The fees to pay over the phone is a service provider convenience fee of \$5.76.

The payment processing fees for credit/debit cards, Apple Pay, Google Pay, PayPal and Venmo are the amounts charged by the payment processing service provider, and an average amount charged by the various banks. **These payment processing fees are 3.25% of the total transaction amount, or a \$2.95 fixed amount whichever is higher.**

No fees charged for payments by cash (in office), checks (mailed, hand delivered in the box outside of City office, or inside the City Hall office).

TARIFAS DE PROCESAMIENTO DE PAGOS:

La ciudad ha comenzado a cobrar tarifas de servicio al pagar con tarjetas de crédito/débito. Estas tarifas son las tarifas que cobran los bancos para procesar sus pagos. Estas tarifas no van a la ciudad. Las únicas tarifas que van a la ciudad son los montos incluidos en su factura, como se muestra arriba.

Las tarifas para pagar por teléfono son una tarifa de conveniencia del proveedor de servicios de \$5.76.

Las tarifas de procesamiento de pagos para tarjetas de crédito/débito, Apple Pay, Google Pay, PayPal y Venmo son los montos cobrados por el proveedor de servicios de procesamiento de pagos y un monto promedio cobrado por los distintos bancos. **Estas tarifas de procesamiento de pagos son el 3.25% del monto total de la transacción, o un monto fijo de \$2.95, lo que sea mayor.**

No se cobran tarifas por pagos en efectivo (en la oficina), cheques (enviados por correo, entregados en mano en la caja fuera de la oficina de la Ciudad o dentro de la oficina del Ayuntamiento).

Due By: 02/22/2025 147.38
Due After: 02/22/2025 157.38

TO PAY OVER THE PHONE.

Call (855) 375-0921

Chose you preferred language. Enter book and account number, which is shown on the top of your bill. Choose method of payment and follow the instructions.

TO PAY ONLINE.

Go to the city's website

www.cityofwestmorland.net

select Pay Now button on the top right of the page. **You will have two options.**

One Time Pay, no registration required.

Enter your book and account number including a dash between book and account.

Enter your first and last name from the bill face.

This will give you access to your invoice, Related Invoices, and you can set a reminder on your calendar.

Register Now, to register your account. Use your book and account number and the button to **Register Now**. You will be asked to provide your email and create a password. You can also sign up for Paperless Billing to receive you bill via email.

Please note that the Service Fees have increased due to additional charges for card fees from the bank, and a convenience fee from our card processing service. These fees do not go to the city, but are directed to the bank and card processing service.

PARA PAGAR POR TELÉFONO.

Llame al (855) 375-0921

Elige tu idioma preferido. Ingrese el libro y el número de cuenta, que se muestra en la parte superior de su factura. Elija el método de pago y siga las instrucciones.

PARA PAGAR EN LÍNEA.

Ir a la página web de la ciudad

www.cityofwestmorland.net

seleccione el botón Pagar ahora en la parte superior derecha de la página. **Tendrás dos opciones.**

Pago único, no se requiere registro.

Ingrese su libro y número de cuenta, incluyendo un guión entre el libro y la cuenta.

Ingrese su nombre y apellido en el anverso del billete.

Esto le dará acceso a su factura, Facturas relacionadas, y puede establecer un recordatorio en su calendario.

Regístrese ahora, para registre su cuenta. Use su libro y número de cuenta y el botón para **Registrarse ahora**. Se le pedirá que proporcione su correo electrónico y cree una contraseña. También puedes inscribirte en la facturación electrónica para recibir tu factura por correo electrónico.

Tenga en cuenta que las tarifas de servicio han aumentado debido a los cargos adicionales por tarifas de tarjeta de débito / crédito del banco y una tarifa de conveniencia de nuestro servicio de procesamiento de tarjetas. Estas tarifas no van a la ciudad, sino que se dirigen al banco y al servicio de procesamiento de tarjetas.

**BILLER ORDER FORM
INVOICE TYPE PARAMETER SHEET**

Invoice Type Parameters must be completed for each invoice type

Invoice Type	Miscellaneous Payments	Pricing Model	Submitter	
Biller Pays Network Fees			No	

CURRENT BILLING DETAILS

Please indicate how many bills are sent monthly by placing the bill count for each month below:

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
10	10	10	10	10	10	10	10	10	10	10	10

Avg CC Transaction \$	25.00	Max Invoice \$	125,000.00	Bill Frequency	Monthly	Avg. Bills Per Month	10
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PRODUCTS AND SERVICES

Products and Services	[Cloud Store] [Point of Sale]
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TRANSACTIONAL PRICING (Paid by Biller)

Payment Source Description	Payment Method	Fee Rate %	Fee Amount \$	Additional Fee \$
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TRANSACTIONAL PRICING EXCEPTIONS

SERVICE FEES (Paid by Payer)

Payment Source Description	Payment Method	Fee Amount	Calculation Type	Min. Fee (\$) per Transaction
All Payment Sources	Credit/Debit/PayPal	3.25 %	Percent (%)	\$2.95
All Payment Sources	ACH/EFT	\$2.95	Fixed (\$)	

SERVICE FEE EXCEPTIONS

MAX PAYMENT CAP

Card and PayPal Max (\$)	125,000	ACH Max (\$)	125,000
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BILLER BANK ACCOUNT (FOR DEPOSITS AND CHARGEBACKS)

Note: must include voided business check or bank letter for each unique account

Routing #		Last 4 Acct #		Last 4 Acct # for OBD	
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NOTES / SPECIAL HANDLING

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SALES INFORMATION									
IC Sales Rep	Jack O'Neill				Vertical	Local Gov (Util, Tax, Misc)			
Order Date	12/18/2024	Sales Partner		Software Partner	None				
PRODUCTS AND SERVICES									
Products	[Cloud Store] [Point of Sale]								
PAYMENT METHODS ACCEPTED									
Payment Types	[American Express] [VISA/Mastercard/Discover] [PayPal] [ACH/EFT]								
BILLER INFORMATION									
Ownership Type	Government			Phone	7603443411	Fax			
Legal Name	City of Westmorland			Website URL	https://www.cityofwestmorland.net/				
Address 1	355 South Center Street			Bus. Open Date					
Address 2				Federal Tax ID					
City	Westmorland			<i>*Federal Tax ID and Legal Name must match on all documents</i>					
State	CA	ZIP	92281						
BILLER CONTACT									
Primary Contact Name	Tami Castro								
Phone	760-344-3411								
Email Address	tcastro@cityofwestmorland.net								
SIGNING AUTHORITY									
Name	Laura Fischer			Title	City Manager				
Phone	7603443411	Fax		Email Address	lfischer@cityofwestmorland.net				
BILLER PRICING									
Description	Interval	Cost Type	Cost						
HARDWARE									
Card Reader Type		Quantity		Cost per Reader					
Card Reader				Billing Interval	Monthly				
Shipping Addr. <i>(if different than location address)</i>									
Kiosk Type	Device Quantity	Per Device Txn Min	Note: Biller will be charged for the minimum number of transactions listed to left each month per kiosk unity. In addition, if the Biller's order includes kiosks then the terms and conditions of Kiosk Managed Standard SOW (and applicable schedules) are hereby agreed and incorporated by reference						
Standard/In-Door		750							
Thru-Wall		800							
Outdoor Model		850							
BILLER BANK INFO									
Note: Must include voided business check or bank letter for each unique account									
Billing Method	Direct Debit			Bank Name					
Name on Account				Phone					
Bank Address				Last 4 Acct #					
Routing #									
DATA RETENTION									

Months to Keep	24	*Additional Fees apply if greater than 24 months
NOTES/SPECIAL HANDLING		
Misc. Payments Clouds Stores with drop downs for the specific payments		
CERTIFICATION AND AGREEMENT		

- A. By signing below, the Biller hereby ratifies its authorization for Invoice Cloud, Inc. ("Invoice Cloud") to execute debit/credit entries to its checking/deposit account(s) indicated above at the depository financial institution(s) named above and to debit/credit the same such account(s). The Biller acknowledges that the origination of ACH transactions to its account(s) must comply with the provisions of U.S. law. This authority is to remain in full force and effect until (i) Invoice Cloud has received written notification (by electronic or U.S. mail) from the Biller of its revocation in such time and manner as to allow Invoice Cloud a reasonable opportunity to act on it, but not less than 10 business days notice; and (ii) all obligations of the Biller to Invoice Cloud that have arisen under this Agreement and all other agreements have been paid in full. The Biller must also notify Invoice Cloud, in writing, (by electronic or U.S. mail) when a change in account number(s) or bank has occurred at which time this authorization shall apply to such new/changed account. This notification must be received within 10 business days of change. A fee will be charged for any returned ACH debits.
- B. By signing below, the Biller named: (1) has read, agreed to, ratifies the Biller Agreement, Biller T+C and other Order Forms previously executed by the Biller, and (2) certifies to Invoice Cloud that he/she is authorized to sign this Add on to the Biller Order Form; (3) certifies that all information and documents submitted in connection with this Order Form are true and complete; (4) authorizes Invoice Cloud or its agent to verify any of the information given, including credit references, and to obtain credit reports (including a spouse if in a community property state); (5) agrees to pay the Monthly Access Fee through the last day of the month following the effective date of termination as provided in the Billing Agreement; (6) agrees that Biller and each transaction submitted will continue to be bound by the Order Form and the Biller Agreement in its entirety and any new agreement forms executed herewith; (7) If the Biller's order includes kiosks, then the terms and conditions of Kiosk Managed Services Standard SOW (and applicable schedules) are hereby agreed and incorporated by reference.(8) agrees that Biller will submit transactions only in accordance with the information in this Add on to the Biller Order Form and Biller Agreement and will immediately inform Invoice Cloud, by email (contracts@invoicecloud.com) if any information in this Order Form changes, and (9) the Biller agrees and understands that outstanding sums due and owing to Invoice Cloud., will be charged daily or monthly and debited from its current depository account. Non-sufficient funds for these debits are grounds for a change in fees or termination of this Agreement. In the event of non-payment of any sums due, Invoice Cloud reserves the right to withdraw such sums from the current depository account at any time to ensure payment of the same.
- C. Pay by Text: Standard data rates and text messaging rates may apply based on the payer's plan with their mobile phone carrier. Payer can opt out of text messaging at any time with Invoice Cloud. Partial payment or overpayment is not supported. Service fees may apply based on the biller set up with Invoice Cloud. Biller may not use the service for activities that violate any law, statute, ordinance or regulation.
- D. By signing below, the Biller hereby gives permission to Invoice Cloud to access his / her credit history via Trans Union, Equifax, or other credit-reporting agency.
- E. This Add on to the Order Form will become effective only when counter-signed by Invoice Cloud and upon execution by the Biller of such third party agreement required by Invoice Cloud to permit use of the payment function of the Service.
- F. If the Biller's order includes kiosks, then the terms and conditions of Kiosk Managed Services Standard SOW (and applicable schedules) are hereby agreed and incorporated by reference.

Months to Keep 24

NOTES/SPECIAL HANDLING

CERTIFICATION AND AGREEMENT

In WITNESS WHEREOF, the parties have executed this Agreement as of this day 12/19/2024 05:19PM UTC

Accepted by Biller:

X

Laura Fischer

Corporate Officer

Laura Fischer

Printed Name

City Manager

Title

Accepted by Invoice Cloud, Inc.:

X

Kevin W. O'Brien

Corporate Officer

Kevin W. O'Brien

Printed Name

CEO

Title

Document Reference : 0f51b14c-c890-4054-ab17-acf5318abla6
Document Title : Westmorland CA - additional city payments
Document Region : Northern Virginia
Sender Name : Jack O'Neill
Sender Email : joneill@invoicecloud.com
Total Document Pages : 4
Secondary Security : Not Required
Participants

- 1. Laura Fischer (tcastro@cityofwestmorland.net)

Document History

Timestamp	Description
12/19/2024 08:43AM UTC	Sender downloaded document.
12/19/2024 08:46AM UTC	Document sent by Jack O'Neill (joneill@invoicecloud.com).
12/19/2024 08:46AM UTC	Email sent to Laura Fischer (tcastro@cityofwestmorland.net).
12/19/2024 08:46AM UTC	Email sent to Jack O'Neill (joneill@invoicecloud.com).
12/19/2024 08:46AM UTC	Sender requested participant signing link for tcastro@cityofwestmorland.net.
12/19/2024 12:18PM UTC	Document viewed by Laura Fischer (tcastro@cityofwestmorland.net). 74.87.215.150 Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:133.0) Gecko/20100101 Firefox/133.0
12/19/2024 12:19PM UTC	Laura Fischer (tcastro@cityofwestmorland.net) has agreed to terms of service and to do business electronically with Jack O'Neill (joneill@invoicecloud.com). 74.87.215.150 Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:133.0) Gecko/20100101 Firefox/133.0
12/19/2024 12:19PM UTC	Signed by Laura Fischer (tcastro@cityofwestmorland.net). 74.87.215.150 Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:133.0) Gecko/20100101 Firefox/133.0
12/19/2024 12:19PM UTC	Document copy sent to Laura Fischer (tcastro@cityofwestmorland.net).
12/19/2024 12:19PM UTC	Document copy sent to Jack O'Neill (joneill@invoicecloud.com).