

## EXCITING ANNOUNCEMENT

### NEW BILL PAY SYSTEM ROLLOUT- MUNICIPAL ONLINE SERVICES

Out with the former (Xpress Bill Pay) and in with the improved **MUNICIPAL ONLINE SERVICES** ([www.municipalonlinepayments.com/tuttleok](http://www.municipalonlinepayments.com/tuttleok)) for real-time online bill pay. **MUNICIPAL ONLINE SERVICES** allows Tuttle Citizens to continue with the following and provides more options:

- Continue to pay by credit card (**now accepting AMERICAN EXPRESS along with MASTERCARD, VISA & DISCOVER**); e-check (bank account pay); set up Auto Pay and schedule the payment date
- View real-time balances; see last payment date; see current payment amount and bill due date and the ability to research past statements
- View graphs in color detailing consumption history for gas and water along with being able to see your non-metered services
- The application is optimized for mobile devices to offer quick and easy account access on the go
- Newly added feature for our citizens is **PAY BY PHONE 888-291-1826 (this requires your city bill account number and your street number/not entire address)**
- Provides the City with a new paperless billing option called e-billing which you can select when you register your account
- **ALL THESE FEATURES ARE AVAILABLE 24/7 AT YOUR CONVENIENCE**

As always, we still accept payments via mail, by phone or in person. However, the new system will not allow for credit cards to be stored for future payments. **Your card number will need to be provided each time.** Remember, you can register for an account which will allow you to store your credit card or e-check information, or you may try using the **PAY BY PHONE** option.

This transition will take EVERYONE to actively set up a new account with **MUNICIPAL ONLINE SERVICES** website ([www.municipalonlinepayments.com/tuttleok](http://www.municipalonlinepayments.com/tuttleok))

1. **TURN OFF AUTO PAY** IN THE XPRESS BILL PAY SERVICE SITE ([xpressbillpay.com](http://xpressbillpay.com))
2. Allow a payment to process in **MUNICIPAL ONLINE SERVICES** with the next bill cycle to ensure everything is working properly.
3. Once you have a confirmation that your payment processed with **MUNICIPAL ONLINE SERVICES**...then Delete/Close your Xpress Bill Pay account.

If you need assistance with setting up this new process, please come to City Hall or reach us at 405-381-2335 and we will be happy to help you through this process. Xpress Bill Pay will be phased out once we know all citizens have moved over to the new software. We appreciate your patience as we continually improve our system to better serve you.