



*City of Reidsville Press Release – Release Date Monday, July 17, 2017*

# City offers online and phone bill pay options

The City of Reidsville is now offering residents the opportunity to pay their utility bills online or through an automated phone service.

Beginning this month, the City’s Finance Department is able to accept such payments. Customers can still pay by stopping by City Hall or using the night drop box behind the building, mailing in their payments or calling to give their account information over the phone to Finance personnel.

“We are excited to be able to provide our customers with online bill pay as well as the automated phone service,” said Assistant City Manager/Finance Director Chris Phillips. “Hopefully our customers will find these payment methods convenient, quick and easy to use.”

Phillips explained that the City has explored expanding payment options in the past, but it has always been cost prohibitive. As this technology has matured, costs have dropped while inquiries into these payment options have grown.

“We live in a 24/7 society, and citizens want to be able to pay at their convenience,” noted Reidsville Mayor Jay Donecker. “We have listened to our customers and now we are able to provide our residents with this invaluable service.”

With Online Bill Pay, utility users will be able to not only securely pay their monthly water bill any time of day, but they will also be able to get their current balance, view their usage history and billing and track payments. Residents will be able to make payments by VISA, MasterCard or Discover Card. There is no service charge.

The Reidsville Chamber of Commerce applauds the City’s efforts to provide citizens with more options.

“We appreciate the City of Reidsville’s efforts to find more ways to better serve its customers,” said Chamber President Diane Sawyer. “The City continues to think of the needs of its citizens as it tries to meet the ever changing needs of our society.”

Informational cards detailing online bill pay instructions will be available in the City Hall lobby at 230 West Morehead Street. The information will can also be accessed by going to the City website, [www.reidsvillenc.gov](http://www.reidsvillenc.gov). Customers can also call the Customer Service line at 336-349-1054 to ask questions about the new payment options as well.

**Online & Phone Bill Pay!**

Now you can access your usage data, account and payment history, and pay your bill online or by phone, 24 hours a day. Make payments by Visa, MasterCard or Discover.



**Reidsville**  
1873

Phone Payment Instructions

Please have your billing account number available

Dial 1-888-696-3055



See Reverse Side for Online Instructions

City of Reidsville phone: 336-349-1054  
230 W. Morehead Street fax: 336-349-1005  
Reidsville, NC 27320 email: [customerservice@reidsvillenc.gov](mailto:customerservice@reidsvillenc.gov)  
website: [reidsvillenc.gov](http://reidsvillenc.gov)

**Online Bill Pay Instructions**

Go to <https://logicsolhp.com/cityofreidsville/login.aspx>

<ol style="list-style-type: none"> <li>1. First Time Users click "Register Here" to setup an account for online payments</li> <li>2. Enter FirstName, LastName, and Email for an online account</li> <li>3. Click "Register"</li> <li>4. You will get an email with a temporary password</li> <li>5. Enter your username (email) and password</li> <li>6. Click "Login"</li> <li>7. First time users are prompted to change password</li> <li>8. Using your bill enter your account number</li> <li>9. Using your bill enter your tenant number</li> <li>10. Enter an Alias name for your online account</li> <li>11. Click "Submit"</li> </ol>	<ol style="list-style-type: none"> <li>12. Next click "Cancel" when finished with account</li> <li>13. Account Summary will be displayed</li> <li>14. Click "Next"</li> <li>15. Select "Pay Full Amount" or "Pay Other"</li> <li>16. Payment Type Select "Credit" - Click "Next"</li> <li>17. Enter all required Card data fields</li> <li>18. Select "Store this credit card..."</li> <li>19. Select "Send Confirmation Email..." to receive Payment confirmation email</li> <li>20. Click "Submit"</li> <li>21. Displayed is a payment confirmation summary and an email is sent immediately</li> <li>22. Click "Finish" and then "Logout"</li> </ol>
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With the City of Reidsville’s Online Bill Pay, you can securely pay your monthly water bill at your convenience. You can retrieve the current balance, view the history of your water usage and billing, and track payments.