

# We're Changing to Better Serve You

As a valued customer, our goal is to provide you with the products and services that will best meet your needs. In order to protect against identity theft, GCWW has teamed with FIS-PayDirect to provide you with the most secure credit and debit card payment process possible.

Beginning September 21, 2011, credit and debit card payments made through GCWW's automated phone system at (513) 591-7700, or one-time payments made online at [www.cincinnati-oh.gov/waterbill](http://www.cincinnati-oh.gov/waterbill) will require a \$4.69 FIS processing fee.

## FREE, Easy Ways to Pay

To make your bill paying process more convenient, GCWW offers other bill payment options with no additional fees.

### Want e-bills and automatic payments?

Choose **MyCheckFree**  
Your Personal Online Payment Center™

- Receive e-bills, eliminate paper bills
  - Payment reminders
  - View statement, schedule payment online
  - Use to pay other utility and retail bills
- Visit [www.MyCheckFree.com](http://www.MyCheckFree.com)

### Want an automatic payment option, but like receiving a paper bill?

Choose **Auto Debit**

- Automatically process payments from your checking or savings account
  - Receive a paper bill
  - Receive e-mail notification prior to withdrawal
- Visit [www.cincinnati-oh.gov/waterbill](http://www.cincinnati-oh.gov/waterbill)

GCWW also accepts payments directly from your bank or credit union's online bill payment system.

For other payment options, please see reverse side.



*A Service of The City of Cincinnati*

**GREATER CINCINNATI  
WATER WORKS**

## **MAIL**

Mail payments using the return envelope provided with your bill. Send to:

Greater Cincinnati Water Works  
PO Box 742505  
Cincinnati, OH 45274-2505

## **IN PERSON**

Monday through Friday using cash, check, credit/debit card or money order.

### **Payment Locations:**

#### **Greater Cincinnati Water Works**

Administrative Offices

7:30 am – 5:30 pm

4747 Spring Grove Ave.

Cincinnati, OH 45232

A deposit box is available during non-work hours.

#### **Cincinnati City Hall – Treasurer's Office\***

8:00 am – 4:00 pm

801 Plum Street

Cincinnati, OH 45202

#### **Mason Municipal Building\***

8:00 am – 4:00 pm

6000 Mason-Montgomery Road

Mason, OH 45040

\*Credit and debit cards are not accepted at this location

## **QUESTIONS?**

Call (513) 591-7700 and talk with a GCWW Customer Service Representative.

Monday – Friday 7:30 am – 5:30 pm  
(except holidays)

**IMPORTANT BILL PAYMENT INFORMATION**