



Online Water Bill Payment Processes and Procedures

Online Convenience Fees

Ion Business Concepts & Payment Systems charges a service/convenience fee of 3.75% for all transaction made via debit/credit card payments. Customers are responsible for paying service/convenience fees applied by Integrity Payment Systems.

NO REFUNDS ARE AVAILABLE FOR ONLINE BILL PAYMENTS

Processing Time

Payments made through the online payment system requires two (2) businesses to process before being received by the City of Newton.

Due Date and Water Cut-Off Date

To ensure payment has been received by the City of Newton, online payments should be made two (2) business days before the due date of the 10th or water cut-off date of the 15th by 4:00 PM. Any payments made after those established dates and time will be determined as late payments and will face late and service fees previously established by the Board of Aldermen.

Payment After Water Cut-Off Date

If your water service has been disconnected for non-payment, paying online will not automatically restore service. In order to meet eligibility for restoration of services, the customer is responsible for paying the entire bill owed plus the \$35 service fee. Once payment has been made, the customer is responsible for contacting City Hall after two (2) business days at (601) 683-6181 or visiting us at 203 E Church Street (Monday – Friday, 8:00 AM – 4:45 PM) to ensure payment has been received. Once payment has been received, a work order will be issued to have the water service restored.

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