You can now pay your City water bills and access your account information over the phone by calling 373–IPAY (4729). Below are some important facts to remember when using the City Pay system.

374– Have your account number ready before you call. This is found at the top of your bill or on your bill stub. You may also call 373-CITY (2489) for help identifying your account number.

375– You must also have a valid debit or credit card ready to make your payment. Visa, MasterCard, Discover, and American Express are accepted. Pre-paid cards and checking accounts are not accepted. The City's premium access online payment system – www.greensboro-nc.gov/onlinepayments – does allow you to use your checking account.

376– Call 373-IPAY (4729) and press 1 for English or 2 for Spanish.

377– If you do not want to speak and only want to use your phone's keypad for touchtone commands, press 7. Otherwise, say "Make a Payment," "Account Status," "Billing History," or "Payment History" to get that specific account information.

378– When speaking the account number, speak each number clearly and separately (one-one-zero not one-ten). Speak at a medium speed and crisply for best results.

379– Keep background noise to a minimum if you are using the system by talking. The speech recognition feature will "hear" background noise and make using the system difficult.

380– The City Pay system only allows payment of the full balance on an account or the past due amount (all amounts over 30 days in arrears). You cannot use it for payments of partial amounts unless there is a zero balance on the account. The City's online payment system – www.greensboro-nc.gov/onlinepayments – does let you chose a specific payment amount.

381– The City Pay system also allows you to check your account balance or check the summary history of your bills and/or payments.

382– When making a payment, City Pay will give you a confirmation number. Please write the number down for your records. If you prefer, City Pay can fax you a confirmation.

383– If you are using the system between 7:30 am and 5:30 pm Mondays through Fridays and need assistance, pressing 0 will transfer you to the City Contact Center, where a City Services Representative can help you.