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City Utilities now takes credit cards

Fort Wayne City Utilities customers are now able to more easily pay their water and sewer bills by credit card, but it will still come at a price.

The city and Aptera, a local software and Web marketing firm, announced Friday that City Utilities will now be able to accept credit card payments directly.

Mary Jane Slaton, utility spokeswoman, said customers who previously wanted to pay their bills with a credit card had to use a third party. This forced them to call a separate phone number, make the payment and then call City Utilities with the confirmation.

Under the new service, customers will be able to pay their bills by credit card in person or over the phone with utility staff. Customers will still be required to pay a convenience fee of about \$4, she said, because the utility can't spread that cost to other customers.

In addition, the new service will allow the city to post payments immediately internally – it previously took about a day.

The system was implemented April 12 as part of a soft launch and is currently operational, Slaton said. The city paid the company about \$60,000 for the work, Slaton said.

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