



Dear Residents & Property Owners:

**NEW UTILITY PAYMENT PORTAL UPDATE:**

The new Village Utility Payment Portal will be available on April 1st, 2018. The portal will be used for payment of the March 2018 Utility Bill that utility customers will be receiving the first week in April.

To help ease the transition we have included additional details and step-by-step instructions for your convenience. ([CLICK HERE](#)) Note: as we know there may be some utility customers that do not receive the Village Voice, a copy of the step-by-step instructions included with the link in this message will also be included with the bill they receive in the mail.

We hope the new system will provide the Village and its utility customers with an option for more timely payment while improving the overall cost effectiveness with the utility billing process. This effort is one piece of a major financial software conversion project Village staff has undertaken over the last 60 days to move from the old on-island server-hosted application to a newer cloud-hosted application. This will also allow Village staff to handle its financial business remotely should the need arise due to a natural disaster preventing staff from returning to the island.

Not to mention, upcoming changes will come soon with efforts to complete the Village website including the utility online payment option as well the other online payment options the Village currently offers (i.e. building permits, special pickups, citation payments, golf cart registrations, port-a-john rentals, and hydrant meter service). With the new website, all online payment options referenced will be located under one payment portal location easily accessible from the Village's homepage.

Village Staff thanks you in advance for your cooperation & patience realizing that change, particularly when it comes to online bill payment as an option, takes some getting used to with the transition from the old system to the new.

For assistance specific to **Utility Online Payments** please do not hesitate to contact Gina Troll at Village Hall (910-457-9700) if you have any issues with using the new payment portal. Village staff are on standby to answer any questions you may have as you navigate the new system.

Thanks,

A handwritten signature in green ink that reads "K. McCall".

Chris McCall  
Village Manager