

CITY OF HOT SPRINGS

FAQ's: New Online Utility Bill System

We've listed below the answers to frequently asked questions about our new municipal utility bill format and online payment center. If you need more information or an answer to a question not covered here, please contact Hot Springs Municipal Utilities Customer Service at 501-321-6880 or custserv@cityhs.net.

1. What does the new bill look like? [How to Read Your New Bill](#)
2. When will I see the new bill format?
Beginning with your May, 2014 bill.
3. When will I see the new online payment center and where will it be located?
It will launch on May 1, 2014. On the city's home page, click on the rotating photo titled "Register here for new utility bill system." You will see the familiar little girl with the water hose.
4. Does anything change if I pay my utility bill using the 877-631-2842 pay-by-phone number?
Beginning May 1, there will be a new pay-by-phone number. The old number will still function for a short time, but please begin utilizing the new number as soon as possible beginning on May 1.
5. What is the new pay-by-phone number?
It is 866-217-3144.
6. Does anything change if I pay my utility bill with a bank draft?
No. If you are on bank draft, no action is required.
7. Does anything change if I pay my utility bill using autopay?
Yes. If you are set up on the online payment center's autopay feature, you must enroll in the new online payment center beginning on May 1, 2014.
8. Does anything change if I pay my utility bill using my bank's online payment feature?
Yes. Our remittance address has changed on the bill. Please change our address to Hot Springs Municipal Utilities, PO Box 66743, Saint Louis, MO 63166-6743. **This address is for payments only.**
9. What address do I use to for any correspondence regarding my utility bill?
Please send any correspondence to Hot Springs Municipal Utilities, 517 Airport Road, Suite C, Hot Springs, AR 71913. **Please do not send payments to this address.**
10. What information from the bill do I need to enroll in the new online payment center?
You need your municipal utilities Account Number and Customer Number.
11. Can I just make a one-time payment, without enrolling in the online payment center?
Yes. You can make one-time payments without enrolling. No payment information will be saved for future payments. Enrolled customers may also make one-time payments.

Enrolled customers may choose to either save their payment information or input their payment information each time.

12. How do I continue to get or begin receiving an e-bill starting May 1st?

You must re-enroll or enroll in the new online payment center beginning May 1.

13. At what physical locations may I pay my municipal utility bill?

There are many options, including our office located at the Bill Edwards Center, 517 Airport Road, Suite C; and 3 drop box locations including in front of the airport terminal building, behind City Hall in the parking lot and in the Bill Edwards Center parking lot. Additionally, several new authorized payment center locations will be announced soon.

14. What is the difference between an authorized and unauthorized payment center?

Authorized payment center locations are approved by the City of Hot Springs. Payments made at these locations are acknowledged by our customer service staff on a near real-time basis.

15. How can I pay my municipal utility bill using the new Online Payment Center?

The new Online Payment Center has many new payment options available including mobile pay, immediate and future payments, autopay and a 24x7 pay-by-phone number.

16. Can I receive a bill reminder?

Through the new Online Payment Center, customers have an option to sign up for mobile bill reminders and bill pay.

17. Is there a charge for this service?

Currently, there is no additional charge to use the new Online Payment Center.

18. What kind of access do you have to my checking or savings account?

We only have access to your account to make payments that you have authorized.

19. Can I have online access to more than one account?

Yes, you may enroll one time with the first municipal utility account, then link other municipal utility accounts under Account Settings>Linked Accounts to online pay and view more than one municipal utility account.

20. What if my water has been turned off due to nonpayment?

Contact Customer Service at 501-321-6880 or visit them at 517 Airport Road to make/verify payment and ensure that water is turned on. A Customer Service Representative will provide you with a turn-on confirmation number.



Questions? Call 501-321-6880.

HOT SPRINGS MUNICIPAL UTILITIES