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## Pay City Utility Bills Online

The City of Calera is now accepting Visa and MasterCard credit card or debit card payments online for all City utility bills and for certain Police tickets.

By accessing the online payment link at the City's website, [www.cityofcalera.org](http://www.cityofcalera.org), online payments can be made at any time, 7 days per week, 24 hrs a day. And, of course, the online payment portion of our website is specifically designed for safe and secured access. If you are having problems accessing the link, please update your version of Adobe Acrobat Reader by clicking [here](#) for the Adobe website.

"We made the move to begin accepting online credit/debit card payments as a convenience to our community," said Mayor George Roy. "We believe that by providing this service, our citizens will have the opportunity to make payments in a convenient and timely manner without having to use the mail service or come to City Hall."

By using a secured log-in process, City utility customers will be able to access their utility account by using by using a combination of utility account number, customer name, and e-mail address. In addition to being able to make payments on their utility accounts, customers will also be able to view their financial information (current amount due and due date, last payment, amount past due, contract and payment arrangement information, etc.), address information, historical transaction information, consumption history, and deposit information.

Using the same secured process, individuals can also access information and make payments on certain traffic tickets by using specific details relating to the ticket issued and the individual cited. Tickets that require a court appearance will not be available as an option for online payment.

When the online process is used, there will be a transaction fee of \$1.25 for utility payments and \$1.50 for ticket payments. This transaction fee goes to the City's web hosting provider and will show up on the customer's credit card statement or bank statement as a separate charge from "INCODE". The transaction will also generate an e-mail confirmation back to the customer.

In addition, the payment site provides the City's customers with the ability to generate e-mails to the City with any questions or requests for certain City services. As always, credit/debit cards will continue to be accepted in-person at Calera City Hall and by telephone. The City is always interested in any observations or comments you might have regarding this service. Please feel free to give us a call at City Hall (205-668-3500) or use the e-mail service to communicate with us.