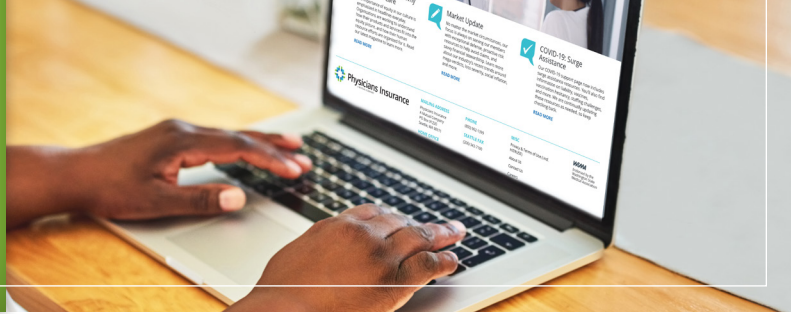# PAY BY PHONE
(ACH or Credit Card)

Make a payment using Interactive Voice Response (IVR) automated prompts. It requires your billing account number, billing ZIP code and your ABA routing number and checking/savings account number or credit card.

A Call **(888) 675-1383** and **Enter** account number. (If it begins with a number, press 1. If it begins with the letters "OT," press 2.)

B **Enter** ZIP code.

C To pay the minimum amount due, **press** 1. To pay ending account balance, **press** 2. To pay a different amount, **press** 3. (If a payment was made within the last 24 hours, the system will notify you.)

D To pay from a bank account, **press** 1. To pay using a credit or debit card, **press** 2.

CREDIT CARD

1. After prompt **enter** the credit card number, followed by the pound (#) key.

2. **Enter** the credit card 2-digit month expiration and 2-digit year expiration, followed by the pound (#) key.

3. **Enter** the 5-digit credit card billing ZIP code (may not match invoice ZIP code)

4. To confirm credit card entries, **press** 1. To change them, **press** 2.

5. **Enter** the 3-digit CVC security code.

6. To confirm payment amount, **press** 1. To change it, **press** 2.

7. System will request to record your name, phone number, and "Yes" verbal authorization.

8. **Listen** until system confirms payment success or failure.

BANK ACCOUNT

1. **Enter** your 9-digit ABA routing number, followed by the pound (#) key.

2. To confirm the routing number, **press** 1. To change it, **press** 2.

3. **Enter** your bank account number, then **press** the pound (#) key.

4. To confirm the account number, **press** 1. To change it, **press** 2.

5. System will state the payment amount. To confirm the amount, **press** 1. To change it, **press** 2.

6. System will request to record your name, phone number, and "Yes" verbal authorization.

7. **Listen** until system confirms payment success or failure.

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