

Q & A

About Online Bill Payment

Q: Does it cost anything to sign up for online payments?

A: No. It's free to sign up for online payments and to use the service. However, there will be a service fee for payments larger than \$500.00 made with a credit card.

Q: What is Xpress Bill Pay?

A: Xpress Bill Pay is the company we have partnered with to handle our online payments. You access your account by pressing the button on the Payments page of our website, brwcd.com or from their website, xpressbillpay.com.

Q: What payment choices do I have?

A: You can pay with a credit or debit card, or you can transfer funds directly from your checking account (aka: eCheck).

Q: What will my bill look like online?

A: We try to make the online bill display similar to your paper statement so you'll find it easy to read your bill on a screen.

Q: What other information is available?

A: You can view up to two years' history of your account online, so you can compare your current bill to a previous bill.

Q: Do I need to pay my bills from my computer?

A: Not at all. You can pay your bill from just about anywhere via computer or mobile device. All you need is access to the internet through a web browser. You then log in to your account using your email address and password, or you can sign in using our app. No need to worry about late payments if you're out of town when your bill is due.

Q: How do I know the payment went through?

A: After you complete the transaction, you can receive an email receipt to confirm that your payment went through.

Q: Is my information safe?

A: Absolutely. All the transactions are handled on secure servers. As long as you don't give out your password, only you will be able to access your account. Plus, your personal information or email address will not be sold or rented to third parties for marketing purposes without your permission.