

Town of Chatham - Announcing New Enhanced Online Bill Pay Services

The Town of Chatham values community input. We received valuable feedback from users of the Town of Chatham's current online bill pay system and we listened to you and acknowledged your concerns.

We are excited to announce our new enhanced convenient and user-friendly online bill pay system!

As of June 1, 2019, the Town of Chatham's Online Bill Pay Services will look a little different the next time you go to pay online (<https://www.chatham-ma.gov/home/pages/online-payments>). The new system offers added enhancements and new features that will make paying and viewing your tax, including boat excise not previously offered and utility bills online with Town of Chatham more convenient and helpful.

Online features also include e-billing, single shopping cart for multiple bill types, as well as giving the online user the ability to view and print original bill copies for this current or past fiscal year which will be useful when filing annual taxes. All **ACH** (electronic check) **transactions** are now **free of charge**, we now accept VISA cards in addition to the cards previously offered and credit/debit card payments are charged 2.95% (\$1.00 minimum) of the amount charged.

Customers may register to receive an email notification of their bill, which would take effect with their next billing cycle. This initiative is part of Town of Chatham's vision to make Chatham a 21st century town by utilizing state-of-the-art software solutions that are secure, efficient and cost-effective.

The new vendor is City Hall Systems, and taxpayers will have access to their top-notch customer service team should they have any online payment questions or wish to make a payment by phone. City Hall's customer service team is there to assist you, you will speak with a live customer service representative, not an automated call center.

City Hall Systems customer service can be reached by phone at (508) 381-5455, by email at epay@cityhallsystems.com or by multilingual online chat.