

FREQUENTLY ASKED QUESTIONS FOR ONLINE BILL PAY

Does Heritage Springs retain my payment information?

Heritage Springs does not retain any payment information. All payment process is done through Continental Utility Solutions, Inc. (CUSI) a third-party processing merchant.

How secure is my personal information and my bill payment?

CUSI processes all transactions through a secure website and all data transactions are encrypted. CUSI notes that any personal financial information you enter will be used only for the particular one-time transaction and is not saved on the system or shared for any other purpose.

Is there a fee for online bill pay?

CUSI charges a fee of \$2.50 or 3% (whichever is greater) for all online transactions. This fee is non-refundable and is paid directly to CUSI as the processing merchant. To avoid these transaction fees you may continue to pay Heritage Springs directly by cash, check or via online payment processing directly through your bank (subject to your banking account services).

Can I use autopay or schedule my payments in advance?

Neither autopay or payment scheduling services are available.

What do I do with the part of the printed bill stub that I used to mail back with my payment?

If you've made your payment online we do not need the stub. You may want to keep it for your own records and write your confirmation number on it.

How do payments show up on my credit card statement?

Your online bill payment will appear on your credit card statement under the name of the utility, e.g. Heritage Springs.

Can I pay both my water bill and sewer bill together?

No. Your water and sewer bills must be paid by separate transactions whether making payments online or via traditional methods.

What if the address you have on file for my account is incorrect what do I do?

If your mailing address has changed please contact the Heritage Springs office at 518 371-7942 or email us at info@heritage-springs.com to update your information.