April 8, 2025

Dear City of Jefferson Utility Billing Customer,

This letter is to inform you of the upcoming changes that are being made to the billing system of the City of Jefferson.

The City of Jefferson Utility Billing Office is updating to a new utility billing software system.  This will mean a variety of changes for all community members, such as a new bill format and new online payment dashboard.

If you would like to use the new *reoccurring* auto-pay option charged to a Credit/Debit Card, you will need to enroll by completing the Credit/Debit Card authorization form located at City Hall. A 3.5% transaction fee will be charged for each Credit/Debit Card transaction. Credit/Debit card option will not be available until the new utility billing software is in full operation; If the payment currently comes from your bank account (Bank Draft), you will not need to make any changes. To set up a new *reoccurring* Bank Draft, you will need to enroll by completing the Bank Draft authorization form located at City Hall.

At the City of Jefferson, we're always looking for ways to improve our operation to help serve you more efficiently.

The City of Jefferson Utility Billing Department continues to provide the following payment services that are *FREE* of processing fees.

1.  Mail – Cash, Check, Cashier's Check, Money Order

2.  Dropbox – Cash, Check, Cashier's Check, Money Order

3.  In person – Cash, Check, Cashier's Check, Money Order

4.  Bank Draft

For any questions, please feel free to email us at info@cityhallofjefferson.com or call us at **903-665-3922**.

Please keep this information so that you will be able to make appropriate steps once our new billing software goes in effect.

Tutorials for the new online payment portal will be listed on our website at https://www.jeffersontexas.us as well as at the front desk at City Hall.

We appreciate your patience and understanding.

Sincerely,

Melissa Boyd, City Administrator/City Secretary