



# Payment Features



More choices. More control. More convenience. Making payments through SmartHub is fast and easy. Here are many of the options you have for paying your bill with us. Reach out to us any time you have questions. You can learn more on how to use SmartHub by visiting our support page at [mpw.org/smarthub](https://mpw.org/smarthub).



## SmartHub Web Portal & Mobile App

Pay your bill from anywhere at any time!

Electronic payments can be made 24/7 via My Account using checking/savings or debit/credit cards.

The first time you make a payment either through the web or through your mobile device, you'll be able to securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

- Payment Source (Residential):** Credit, debit, electronic funds transfer (EFT), can be made via a checking or savings account.
- Payment Source (Commercial):** EFT can be made via a checking or savings account.
- Payment Frequency:** One-time or recurring
- Fees:** None
- Approx time to post to account:** Same day



## Auto Pay

Enjoy the convenience of having your bill automatically paid each month from your bank account or credit card when you enroll in Auto Pay. You no longer have to worry about due dates or late fees since payments are automatically deducted from your account each month.

For each account you have with us, you'll be able to add, edit, and remove any payment accounts you have setup to automatically make payments on your bill each month.

If you would like to enroll in Auto Pay using your debit/credit card or checking/saving account information, select "Enroll now" on our Payment Options page.

Our AutoPay program will automatically deduct your total amount due from your checking/savings or credit/debit on the bill due date. If any payment is made prior to the due date, there will be a credit on your next month's bill.

**IMPORTANT:** Enrollment processing may take up to 5 business days. AutoPay will not apply to any bill generated before enrollment processing is complete. If you receive a bill that doesn't state "automatic payment" on the payment stub, pay that bill using another option.

- Payment Source:** Electronic funds transfer (EFT) can be made via a checking or savings account.
- Payment Frequency:** Automatically recurring on due date of bill
- Fees:** NONE
- Approx time to post to account:** Two (2) business days prior to scheduled due date
- Limit per payment:** No restrictions

**NEED ASSISTANCE? WE ARE HERE TO HELP!**

[helpdesk@mpw.org](mailto:helpdesk@mpw.org) | (563) 263-2631



# Payment Features



## Call-In

You can pay over-the-phone 24/7 by:

- Calling (563) 263-2631
- Selecting the payment option
- Using checking/savings
- Using debit/credit cards.

- Payment Source (Residential):** Credit, debit, electronic funds transfer (EFT), can be made via a checking or savings account.
- Payment Source (Commercial):** EFT, can be made via a checking or savings account.
- Payment Frequency:** One-time
- Fees:** NONE
- Approx time to post to account:** Same day



## Walk-In

Our office also has a 24/7 secure drop box. Drop box payments are retrieved weekdays at 8 a.m.

If you require quicker payment posting, please make payment at the counter.

- Payment Source (Residential):** Credit, debit, cash, paper check, money order, electronic funds transfer (EFT), can be made via a checking or savings account.
- Payment Source (Commercial):** Cash, paper check, money order, EFT, can be made via a checking or savings account.
- Payment Frequency:** One-time
- Fees:** NONE
- Approx time to post to account:** Same day



## Mail-In

Mailed payments (no correspondence) should be sent to 3205 Cedar St, Muscatine IA, 52761.

- Payment Source:** Paper check or money order
- Payment Frequency:** One-time
- Fees:** NONE (postage required)
- Approx time to post to account:** Based on postal delivery; delays can occur and cause payments to be received after the due date
- Limit per payment:** No restrictions



## Paperless Billing

Saving money, and the planet, just got easier.

Activate Paperless Billing to reduce paper waste and more quickly receive your bill.

You will receive an email when your monthly bill is ready to access via our new account management platform.

With convenient access to your bill anytime, anywhere, doing your part to save the planet just got easier.

### Activate on the Web Portal:

- Click on My Profile
- Click on Update My Paperless Settings.
- Choose your paperless preference

### Activate on the App:

- Select Settings
- Select Paperless Billing
- Choose your paperless preference

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