



CITY OF FARMINGTON

The City of Farmington has implemented a new utility billing software with improved features to increase the efficiency of our utility billing process. The new system from Tyler Technologies has enhanced security features and has replaced the previous system that was in place for over twenty years.

Beginning with Farmington City Light & Water bills that are due on October 25, 2024, customers will notice a change in the appearance of their bill. The online payment portal will also appear differently but is still available at Farmington-mo.gov.

What You Need to Know:

- You do not need to take any action to remain on auto pay or paperless billing.
- If you use a credit card or debit card online, in person, or for auto pay, there is a 3.75% convenience fee (\$2.50 minimum) that is charged by the credit/debit card processor.
- Paying by eCheck has a \$1.95 set convenience fee.
- Payment via cash, check, or EFT from a checking account will not have a convenience fee.
- To register for EFT download the form at <https://www.farmington-mo.gov/farmington-utility-billing> or pick one up at the Utility Billing Office and return it to us in person, via mail, or email at citylightandwater@farmington-mo.gov.
- All online payments must now include a customer identification (CID) number and account number.
- Bills that are due before October 25, 2024 will not have a CID number listed on the bill. You may call our office to obtain your CID number. All bills due on October 25, 2024, or later will include a CID number on the bill.
- The old link for online bill pay is no longer active. You may pay online at <https://cityoffarmingtonmo.munisselfservice.com/css/citizens/default.aspx>, or simply visit **Farmington-mo.gov** and click on **How Do I** and then **Pay My Utility Bill Online**.
- You do not need to set up a new login for online bill pay. Simply enter your customer identification (CID) number and account number on the utility billing screen.

If you have questions, you may visit us at 101 South Jefferson Street or call 573-756-2620. Please note, we may experience a higher-than-normal call volume as customers make the transition to the new system and questions arise. We appreciate your patience as we work to answer all questions.