



### 3<sup>rd</sup> Party Payment Service

Some online payment services publish information about Timber Creek Sewer Company and other utilities on their website. However, not all the information they publish is accurate. If you “Google” Timber Creek Sewer Company to find our website, you may see third-party payment companies that will also come up in your search. The most prominent Google result is doxo.com. The search result will prominently display “Timber Creek Sewer Company | Pay Your Bill Online” along with contact information to market its online bill payment service to potential customers. This can be a source of confusion when paying your bill online.

doxo, and other third-party payment services are payment processors that allow you to pay multiple bills on the same website. While the service they provide often works, people have reported situations where payments were sent to the wrong utility and/or arrived after the due date. Timber Creek Sewer Company is not affiliated with doxo or any other third-party and *has not authorized* them to use our name or other materials in marketing their services.

Timber Creek Sewer Company offers several approved methods for managing your account and paying your bill. Please visit <http://www.timbercreeksewerco.com> and click on **Payment Options** to learn more. To manage your account online and setup payment via a credit card simply click on **Manage My Account**. You will be redirected to our online account management and payment system.

By using an approved online payment options our offices are happy to assist you with any billing related issues.

If you choose to utilize a third-party payment processor like doxo, your bank, or other we ask you work directly with them on any billing issues. Typically, our information is limited to; if payment has been received, payment date, and payment method (check or electronic). Remember, you are responsible for ensuring your payment is received at Timber Creek Sewer Company on or before your due date and any fees associated with your account.

If you have questions about paying your bill, please do not hesitate to contact our offices (816) 858-3989. We will be happy to help walk you through the process.