



City of Donalsonville

**Introducing New Electronic Billing and Payment Services
From the City of Donalsonville**

**EFFECTIVE
June 30, 2022**

A new payment website will be available.

The City of Donalsonville has made it easier than ever to pay your utility bill online.



One-Time Payment - make a one-time payment using your major credit/debit card (Visa/ Discover/ Master Card/ American Express) or bank account routing number.



eCheck/ACH - Pay your water bill with your checking account.



Autopay - Establish a recurring monthly payment using your major credit/debit card (Visa/ Discover/ Master Card/ American Express) or bank account routing number.



Over the Phone - By calling 229-949-2392 using your major credit/debit card (Visa/ Discover/ Master Card/ American Express)



eStatements - Sign up for paperless billing. You will receive an email or text that your bill is available to view online.



If you have questions regarding these new online features, please contact **Customer Service** at (229) 524-2118
Monday - Friday 9:00AM - 5:00PM



Statement History - Electronic copies of your bill will be retained and available for reprint. There is no additional charge for this service

What you need to know:

- You can setup your account at <https://donalsonville.billingdoc.net/login>
- The new website will take one-time payments without having to login and setup a customer profile.
- *If you are set up for automatic recurring payments currently, you will need to re-sign up on the new website after you have created your profile.*