

Information Sheet



Manage your account
with Invoice Cloud.



Welcome to Invoice Cloud

Invoice Cloud is a provider of integrated payment solutions that enables TWW customers to more conveniently manage their accounts, including using additional payment methods, paying TWW bills, setting up payment reminders, recurring payments, and the option to receive your bill via e-mail. Our customers have been asking for additional flexibility in managing their accounts, prompting TWW to prepare this online system.

How to Sign Up

Visit the Trenton Water Works website at www.trentonwaterworks.org and click on the "Pay Your Bill" link. You can establish an ongoing account by using your e-mail address and create a password, or you can make a one-time payment.

Here's What You Can Do With Invoice Cloud

- **Credit and Debit Card Payments** - Pay your TWW bill with a credit or debit card: **Visa, MasterCard, Discover Card, American Express**. There is a \$3.95 convenience fee to use this service, which is paid to Invoice Cloud, and a limit of \$500.

Here's What You Can Do With Invoice Cloud

- **Autopay** - Automatically pay your TWW water bill on the due date. There is a \$0.95 fee for this service using ACH and \$3.95 to use a credit card.
- **E-check** - Pay your bill with a checking or savings account for a \$3.95 convenience fee.
- **Go paperless** - Receive your TWW bill via email.
- **Email Reminders** - Receive email reminders when your TWW bill is ready, when a scheduled payment is pending, and receive a confirmation after making a payment.
- **Recurring Payment** - Set up a schedule to pay a fixed amount of your TWW bill balance on a specific day of the month.
- **Pay by Text** - Receive text notifications about your bill on your smartphone and pay your bill via a stored payment method.

Pay by Phone

Customers without Internet access can pay their bills by phone by calling **1-855-667-0982**. There is a \$3.95 convenience fee to use this service.

Invoice Cloud Convenience Fees

TWW does not receive any portion of the convenience fees paid to Invoice Cloud.

About this Information Sheet

This information sheet was produced by TWW's **Office of Communication and Community Relations** (OCCR). The **OCCR** is responsible for external communications through various channels—including print publications; its grassroots outreach initiative, H2Open; the web; Facebook and traditional media; graphic design, drone and traditional photography; special events; and emergency response. We welcome your feedback. The OCCR can be reached at **(609) 989-3033**.