

Tri-Special Utility District Customers Can Now Pay Online

Tri-Special Utility District is pleased to announce a new service—Online, Mobile & Phone Utility Payments.

Customers can pay from anywhere, seven days a week, 24 hours a day. To pay, they can log onto www.trisud.com, download the “PSN Payments” app from the App Store or Google Play or call toll-free (877-885-7968) to an automated phone payment service. Customers can make a credit card, debit card, checking or savings account payment. They can make an immediate payment, schedule a payment or set up Auto-Pay and not have to worry about making a payment for each bill.

“This is a win for everyone involved,” said Aaron Gann, General Manager. “By automating the payment process, we are saving time for our customers as well as District staff. Of course, online, mobile and phone payments are Green initiatives as well, since our customers won’t be using paper checks and there’s postage savings too. It’s great to do something that benefits our customers while at the same time being kinder to the environment,” commented Gann.

Electronic payments are easy to use. Once registered, the payment process is just three quick steps. “Registration is simple,” noted Mr. Gann. “Customers can just enter their name and account number, and the system will locate their accounts.” Customers can also print receipts, view current balances and view their electronic payment histories whether the payments were made online, on the mobile app or by phone. A handy tool is available to “group” accounts so that customers can pay multiple billing accounts in one visit – even bills from other companies using PSN.

If customers have questions about using the online, mobile and phone system, they can call the PSN Call Center, which operates during extended business hours, 365 days a year. Call Center support and the automated phone system are available in Spanish and English.

The District’s payment processor charges a convenience fee of \$1.00 for check/savings payments and 2.75% plus 50¢ for credit/debit card payments. The 50¢ fee is waived if a payment is over \$100.00. As always, there is still the option of setting up Direct Debit through the office. This option drafts your bank account automatically on the due date, with NO fees charged for this service.

Security of online information is always a concern, so when the District looked for a company to provide online and phone payments, that was a top consideration. They chose Payment Service Network (PSN) which has attained Level 1 Certification by the Payment Card Industry – Data Security Standard (PCI-DSS), the highest degree of security awarded by the industry. PSN specializes in providing billing, payment and communication services to utility companies and municipalities. The company was a pioneer in the online payment industry and is based in Madison, Wisconsin.

If customers have any questions, they can call PSN directly, toll free at 1-866-917-7368.

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