

The City of Clarion software program system is changing, also with this change there will be an upgrade in security level on the software,

effective date: September 29, 2023

**What does that mean for our residents/businesses of Clarion?**

It’s a new platform for online billing and payment service called FrontDesk. This offers citizens greater flexibility to view and pay utility bills online and have a better interaction with the city and your utility account. In addition, you will have options to enroll in AutoPay and receive electronic notifications (E-billing) and manage your account 24/7.

* If your utility account is on E-billing and/or Ach withdrawal prior to effective date and you would like to continue those services, you will need to set up your account with FrontDesk.

**Why is the city not switching utility accounts over to FrontDesk for residents/businesses?**

You will generate a secure password when setting up a personal account. Also, with the ACH process there is a $1.30 transaction fee add-on, you as the payee must decide if you want to continue the enrollment. ACH will process on the 8th of each month unlike previous, which was the 5th.

**Why are there transactions fees?**

The software company charges a fee to run and maintain the security network over the program.

**Is there a charge to have water bill emailed through FrontDesk?** **No, that service is FREE.**

You control the functions on your account. If you decide you want your bill to be emailed but no ACH -set it up as so. If you only want Ach and still receive bill through the mail – set that up as so.

**What happens if I/we don’t set up an account and have these services prior to effective date?**

The utility account will switch back to the basics: water bill will be sent via US Postal Mail and payment will return to the resident’s/business owners’ responsibility.

**Payment is due in-house by the 15th of the month. If the 15th falls on a city holiday, Saturday, or Sunday, payment is due the following City workday. Postmark dates prior to the due date are not considered towards timely payment. I understand there is a drop box located in the entryway of City Hall available 24/7 to drop off my payment.**

**Do I/we have to sign up for FrontDesk**?

**IF** you want to receive a paper bill via US Postal Mail and are paying by check, cash, or cashier’s check – then no. No action required.

**Information on back side.**

*Pay your utility bills any time with this easy-to-use online portal:*

[**https://clarioniowa.frontdeskgworks.com/**](https://clarioniowa.frontdeskgworks.com/)

**With FrontDesk, you can look forward to:**

* Modern, online interactions with the City of Clarion – anywhere, anytime, from any device!
* Pay your utility bills any time with this easy-to-use online platform.
* Enroll in AutoPay with a credit card, debit card, or provide ACH information to avoid late or missed payments. **(Fee applies as follow: Debit/Credit card processing =2.49% plus$1.00 per transaction with a $2.00 min. ACH processing = $1.30 per transaction)**
* 24/7 access to your account including utility usage, tracking multiple accounts, and payment history.
* Able to manage and make necessary changes to your utility account.
* Receive emails or texts from us when your bill is ready, when a payment is scheduled, and after payment is received.
* Update your notification settings so you can receive other important messages and notifications from us.

**What information do I need to set up an account?**

**Your water utility account number**. This number is located on your bill mailed or emailed to you. You will need this to link your account to you. The system will not do it with just your name or address. Realize, there are several cases where multiple properties are owned by single entities.

**Will City Hall help me if I forget my password?**

The account information you set up will not be known by the individuals at City Hall. If you were to forget your password, you will need to click the *Forgot my Password* link on the login page.

**Change is never easy, but it is possible.**