



- » [View Your Bill](#)
- » [Help](#)
- » [More Information](#)
- » [PWC Monthly News](#)

SAMPLE

PAY USING MY: BANK ACCOUNT No convenience fee

Bank Routing #

Bank Account #

Account Type



Amount Due: \$264.76

Due Date: 11/12/2009

Amount to be Paid

\$

Save payment details

Pay Now

By clicking "Pay Now" you are accepting the [Terms & Conditions](#)

OTHER PAYMENT METHODS



Click [here](#) to make a payment on our website. Convenience fees will apply.





PUBLIC WORKS COMMISSION
OF THE CITY OF FAYETTEVILLE
201 HAY STREET
PO BOX 7000
FAYETTEVILLE, NC 28302-7000

Service Address:
100 ALL AMERICA ST.
Service Address Description:

Account Number:	1234567
Payments 10/14/09 - <i>Thank You</i>	\$200.00
Current Charges Due 11/12/09	\$264.76
Total Amount Due	\$264.76
Payment must be received by 5:30 P.M. on due date to avoid a 1% late payment fee.	
Customer Service: (910) 483-1382	

0014100



Page: 01 of 02

PWC PUBLIC WORKS COMMISSION
OF THE CITY OF FAYETTEVILLE
955 OLD WILMINGTON ROAD
FAYETTEVILLE 28301



Outdoor Watering Schedules For PWC Water customers

PWC water customers may water using automatic irrigation/sprinkler systems three days a week following the Odd/Even schedule (Even addresses: Mon, Wed & Sat; Odd: Tue, Thu & Sun). Watering by hand and washing cars is allowed on any day. For complete information on current water guidelines visit PWC online.

Service Rate/Description	Current Reading	Prior Reading	Usage	Days	Current	Usage History
Additional Information on Back: Payment must be received by 5:30 P.M. on due date to avoid a 10% or \$10 minimum late payment fee.						
ELECTRIC SERVICE FROM 09/14/09 TO 10/12/09						
METER 44004 MULTIPLIER 1.00						
101 RESIDENTIAL BASIC CHARGE			2491	29	9.00	
101 ENERGY-KWH	62040	59549	2491		199.77	
101 FUEL ADJUSTMENT					.00	
NC SALES TAX					6.25	
WATER SERVICE FROM 09/14/09 TO 10/12/09						
METER 93226797						
300 WATER PER GALLON	1637490	1632000	5490	29	13.46	
300 PUBLIC FACILITY CHARGE					5.24	
SEWER SERVICE FROM 09/14/09 TO 10/12/09						
400 BASIC CHARGE				29	5.41	
400 CHARGE			5490		25.63	
ELECTRIC SERVICE FROM 09/14/09 TO 10/12/09						
PLUMBING LIGHTING				29	2.23	
SALES TAX					.07	
CHARGES FOR: 100 ALL AMERICA					264.76	

Please bring entire statement when paying in person OR send the bottom portion of your statement if paying by mail.

PWC CUSTOMER
100 ALL AMERICA ST.

Date Mailed: 10/15/09
Type of Bill: REGULAR BILL
Note: BANK DRAFT
Payment must be received by 5:30 P.M. on due date to avoid a 10% or \$10 minimum late payment fee.
on due date to avoid a 1% late payment fee.

Account Number:	1234567
Current Charges Due 11/12/09	\$264.76
Total Amount Due	\$264.76

Contribution to Project People Who Care- \$

PUBLIC WORKS COMMISSION
PO BOX 7000
FAYETTEVILLE NC 28302-7000

Amount Enclosed \$

 [PAYMENT INSTRUCTIONS](#)

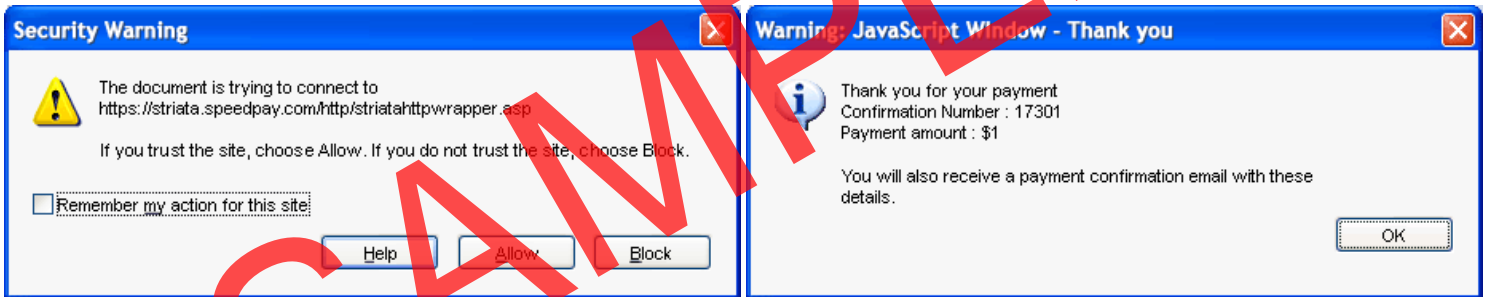
 [SYSTEM REQUIREMENTS](#)

 [SECURITY](#)

 [PAYMENT FAQs](#)

PAYMENT INSTRUCTIONS

1. Enter account details for your selected payment type.
2. Confirm payment details at the bottom of the form.
3. Click the **Pay Now** button.
4. Click **OK** to submit payment.
5. Select **Allow** when you see the security pop-up.
6. You will receive both onscreen & email payment confirmations.




Adobe will verify that you are about to connect to the Internet when submitting a payment to Western Union. Click the "Allow" button when you see the warning above. **Note:** If you do not wish to see this warning again select the check box "Remember my action for the site"

Example of an onscreen confirmation.

[Back to Top](#)

SECURITY

Payment Security

Payments from this eBill are submitted securely to a bank accredited payment processor using the same 128 bit SSL connection as online payment ( HTTPS). As this payment is paid directly from your encrypted PDF (and not on a website), it is significantly more secure.

Payments are processed by accredited & audited payment providers.

- **NACHA** - The Electronic Payments Association is the leading organization in developing electronic solutions to improve the payments system.

eBill Document Security

The PDF that contains this payment form has been encrypted. Encryption is of the highest 'banking-industry' standard. Your secure PDF is being viewed offline (locally on your computer) and the information is not accessible over the Internet. It is only available on your computer when you open the secure document using the **first 5 digits of your mailing address ZIP code**. This information is only held locally on your machine for as long as you have the document open.

[Back to Top](#)



SYSTEM REQUIREMENTS



For Mac Users

Payment requires Adobe Reader Version 7 or above. ([Download now](#)). **You cannot use your Mac Preview.**

Complete these steps to open your secure PDF in Adobe Reader:

1. Open the email that contains the attachment.
2. Save the attachment to your hard disk.
3. Open Adobe Reader and select File - Open... .
4. In the screen that pops up, select the saved PDF from the location where you saved it.

[↑ Back to Top](#)



Adobe Reader

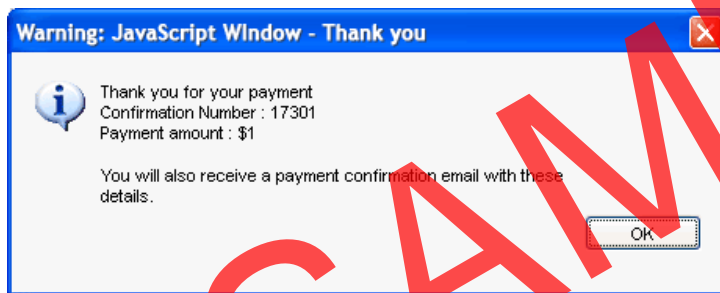
Payment requires Adobe Reader Version 7 or above. [Click here](#) to download.



PAYMENT FAQs

Q: How do I know if my payment went through?

A: When the process is complete and you have selected "Pay Now", the payment is processed and you will receive an immediate popup window that looks like the following:



You will also receive a payment confirmation email with relevant payment details and confirmation number.

Q: I don't think my payment went through. Who should I contact?

A: If you have any questions about your payment, please contact us at the number shown on your bill or email us at eBill@faypwc.com

Q: What does the "Save payment details" option do?

A: "Save payment details" will remember your partial payment information, so next time you receive a secure PDF, the information will be pre-populated. When you select this option, instead of re-entering the information each time, you just click the "Pay Now" button.

Q: Can I pay with a different account/payment method once my details have been remembered?

A: Yes, simply type over the pre-populated information with your new banking details or select a new payment option and complete the relevant details. If you select the "Save payment details" again, the new banking information will be stored once you click "Pay Now" and successfully make a payment.

Q: How do I prevent the secure PDF from saving my payment information?

A: Uncheck the "Save payment details" box, and the system will not save your details. Once you click "Pay Now" and successfully make a payment, your details will not be stored for future use.

Q: How do I permanently remove previously saved payment details?

A: Contact a customer service representative to have your payment details removed from the system.

[↑ Back to Top](#)