Now! All Town of Florence residents and businesses can pay their utility bills 24/7 with our Interactive Voice Response (IVR)

Here is another fast and convenient way for you to pay your bills 24/7, no computer necessary! Simply call toll-free 888-716-0260.

What is the IVR system?

The IVR (Interactive Voice Response) system provides you with a complete bill payment system over the phone.

You can pay your bills anytime, anywhere.
All you need is a phone.

How does it work?

Dial the toll-free number 888-716-0260 and provide your account number to locate your bill.

The IVR system will tell you your account balance, the payment due date, and then guide you to make your payment using a credit card, debit card, or eCheck.

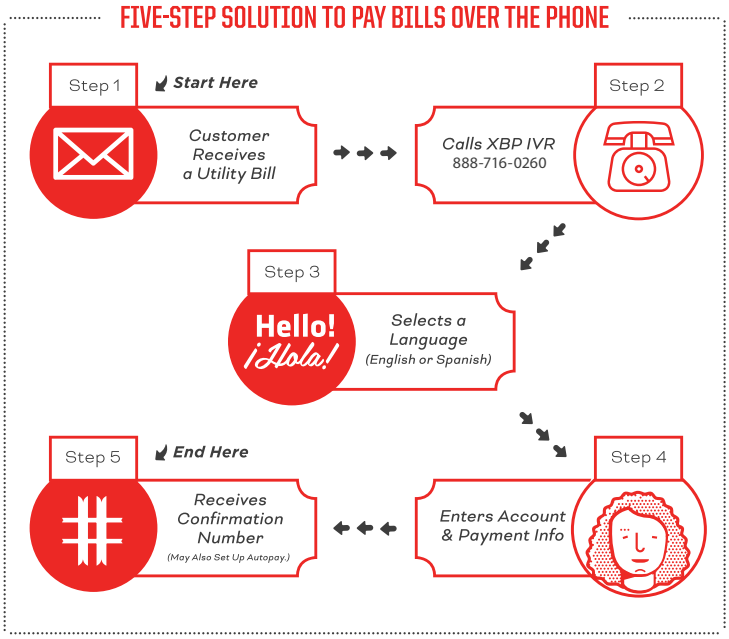
You are provided with a confirmation number and notified whether the transaction was successful or not.

At the end of the call, you have the option to set up Auto Pay.

Additionally, you may call the payment center (800-720-6847) and make payments over the phone with a live operator.

Both the IVR system and our payment center offer service in English and Spanish. (Note: Payment center Spanish service hours vary.)

If you have questions about IVR, call Xpress Bill Pay at 800-766-2350. Xpress Bill Pay is the online payment portal for the Town of Florence.



xpress BILL PAY
www.xpressbillpay.com