



817 South Madison Street  
Waupun WI 53963

PHONE: 920.324.7920  
FAX: 920.324.7922  
[www.waupunutilities.com](http://www.waupunutilities.com)

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Dear Waupun Utilities customers,

### **Card Payment Service Fee Notice**

Effective May 1, 2023, our third party payment-processing provider, Payment Service Network (PSN), will begin charging a **3.25% service fee** for all debit or credit card transactions. Additional fees will apply when paying by phone (\$0.95) or contacting a live representative (\$2.95). Payments under \$100 will be assessed an additional \$0.50 fee per transaction.

Waupun Utilities is committed to ensuring customers have several, no-cost, no fee payment methods available. All electronic check (ACH) transactions, including payments using checking or savings account number, bank bill payments, cash, check, or money orders will continue to remain FREE of charge.

No action is required at this time; however, to explore your online payment options, please visit our website at [www.waupunutilities.com/bill-payment-options](http://www.waupunutilities.com/bill-payment-options).

If you need assistance or have any questions about these changes, please contact the office between the hours of 8:00 am – 4:00 pm, Monday through Friday at 920-324-7920.

Sincerely,

Waupun Utilities

Effective May 30, 2023 – September 1, 2023, Waupun Utilities will implement a summer-hours schedule at our administrative building. Office hours will be Monday through Thursday, 7:00 am – 4:00 pm, and Friday 7:00 am – 11:00 am. Waupun Utilities' after-hours answering service will be available to take your call in the event of an emergency.

Regular office hours of Monday – Friday from 8:00 am – 4:00 pm will resume September 5, 2023.