

Once you have created a Paystar account, you will be able to view the following information 24/7:

My Accounts tab

- View Bill
- Account Details – View online Payment History or view Bill History
- Make an Online Payment

Wallet tab – Manage Your Wallet

- View Saved Payment Sources
- Add a New Payment Method

Profile tab – Notifications

- Upcoming Payment – sign up to receive an email notification 1-5 days before an upcoming payment is due to avoid late charges.
- New Bill – sign up to receive an email notification when your new bill is ready to be viewed online.

+Link Account (on the right side of the screen)

- Allows you to link multiple/rental properties to this login. All you need to do is press the plus (+) sign and enter the additional account numbers.

Payment Due Dates

- Payments are due every two (2) months on the 15th day of January, March, May, July, September and November.

Late Charge Penalty Policy

- Payments received after the due date will receive a penalty.
- Payments mailed must have a postmark on or before the due date to avoid penalty.
- Payments must be dropped off at the secured night-drop box on or before the due date to avoid penalty.
- If a bill is not paid 15 days after the due date service will be shut-off and a charge will be collected before service will be turned back on. **Per Village Ordinance No. 01978-22**
- **Bills are mailed First Class Mail. Not responsible for mail delivery. FAILURE TO RECEIVE BILL DOES NOT WAIVE CUSTOMER OF RESPONSIBILITY OR PENALTY.**
- **To avoid penalties, please create a Paystar account and sign up for email notifications.**

Questions?

- If you have any billing or payment questions, please email voawaterclerk@gmail.com or call 567-301-6305. Please include your name, account number, street address and a brief description, and I will get back to you as soon as possible. Thank you!