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WIPP E-Check Credit Option

To encourage their residents and customers to utilize online payments, Tax and Utility WIPP clients now have an option to credit customer paid E-check convenience fees back to their Tax and Utility account balances. Your organization's customers will still pay the standard E-check convenience fee (currently \$1.05) when paying their Tax or Utility bills, but their account will receive a credit adjustment in the amount of the convenience fee for application against a future bill. **It is important to understand that this option does not waive the convenience fees. Your organization will not be receiving any funds to offset the credits to the customer account balances.**

This new option is only available for WIPP Tax and Utility and does not apply to A/R, Miscellaneous or Personal Property WIPP payments. Customer accounts will only be credited E-check convenience fees. Customers who elect to pay with a credit or debit card will not receive convenience fee credits to their accounts.

If your organization decides to utilize this option, the instructions below will guide you through activating the feature and downloading your WIPP payments. The customer experience of paying their Tax or Utility bills through the WIPP website will not change. Once you activate the feature, a message will appear on your WIPP site informing customers that any Tax or Utility E-check convenience fees will be credited back to their accounts.