

FAQs

Security

Is it safe to pay online?

In order to provide the highest level of security, JP Morgan Chase incorporates multiple fraud protection technologies to validate your debit/credit card or checking account number when making a payment.

When paying online, your information is also encrypted. This helps prevent people from accessing this data as it travels from your computer to the bank.

How do you store my account information and credit/debit card numbers?

The City of Ann Arbor will not store credit/debit card or bank account numbers. This type of account information is stored on a secure server at JP Morgan Chase Bank.

In addition, storing these account numbers on JP Morgan Chase servers for later use is entirely up to you as the customer.

Payment

How quickly will payments be withdrawn from my bank account if I pay by electronic check (e-check)?

Typically, funds are withdrawn from your account the first business day after your payment is processed. Payments scheduled to be paid on a future date will be processed on that date.

What credit cards do you accept?

Visa[®], MasterCard[®], and Discover[®].

What happens if my card is declined or I don't have enough money in my account?

If your debit or credit card is declined, you won't be able to make a payment with that card.

If you lack sufficient funds in your bank account, the electronic check will be returned, just like a paper check. You will then be responsible for paying the balance and any overdraft or other fees.

Once I enroll, will an automatic payment be made from my account every billing cycle?

No, but you can set up recurring payments for each billing cycle using the Web payment system.

FAQs

Payment (cont.)

Can I set up recurring payments?

You can use our Web payment system to set up recurring payments. These payments are for the full bill amount and will be deducted from your account on the due date preserving your early payment discount.

Can I cancel a payment?

Yes, you can cancel an e-check payment as late as 6 p.m. ET on your scheduled payment day.

You cannot change debit or credit card payments unless they are scheduled to occur on a future day.

What is the cutoff time to make a payment on a specific day?

11:59 p.m. EST. Payments after that will be posted the next business day.

How far in advance can I schedule a future payment?

You can choose to schedule a payment as many as 30 days in advance.

Payment confirmation

How do I confirm my payment was received?

After making your payment, a confirmation number will be displayed. You can print this page for your records.

How can I keep a paper record of my online and phone payments?

After making a payment online, print your confirmation report.

In addition, your credit card and bank statements also reflect payments.

How long will it take for a payment to be reflected on my account statement?

It may take up to 2 business days for a payment to be reflected on your water account. Please check the website at <https://secure.a2gov.org/epayments/default.asp> to confirm that your payment has been accurately applied to your account.

Administration

Will I be charged a fee to pay online or over the phone? Why?

No, we do not charge a fee to pay your bill online.

Who do I call if I have a question about my bill?

Call our customer service number at (734) 794-6320 or e-mail us at customerservice@a2gov.org. You can also submit questions via the website at <https://secure.a2gov.org/epayments/default.asp>.