

# UTILITY BILL & PAYMENT OPTION CHANGES

## WHEN

June 2025

## WHAT

**New Utility Bill Format**  
**New Online Bill Pay Portal**  
**New IVR-Phone Pay System**

Credit & Debit Card usage fees are being reduced with the new system.

## WEB ADDRESS:

**COLUMBUSCO.ORG**

**HOME PAGE QUICK LINK: PAY MY UTILITY BILL**  
**PLEASE BE AWARE.** COLUMBUS COUNTY  
COLLECTION CENTER/PUBLIC UTILITIES  
ONLY ACCEPTS AUTHORIZED PAYMENTS  
THROUGH THE COUNTY'S WEBSITE PORTAL  
FOR ONLINE UTILITY PAYMENTS. (WEB  
ADDRESS LISTED ABOVE)

**CAUTION!** THE "DOXO" PAYMENT PLATFORM  
IS **NOT** AFFILIATED WITH COLUMBUS  
COUNTY PUBLIC UTILITIES. IT IS HIGHLY  
RECOMMENDED NOT TO USE THIS PAYMENT  
PLATFORM.

## WHAT TO EXPECT

Current Online Bill Pay Portal & IVR-Phone Pay Systems (Logics) will be **SHUT DOWN** during the software transition process.

These platforms will be unavailable for approximately 5 to 14 days beginning on May 26<sup>th</sup> thru June 10<sup>th</sup>.

You will need to make arrangements to pay your bill without these platforms during that time period.

Once the Logics Online Bill Pay Portal is shut down, customers that have scheduled Auto Payments through the Online Bill Pay Portal **WILL NOT PROCESS!!!!**

It will be the account holder's responsibility to assure payments are made in a timely manner to avoid late fees, penalties and service disconnects during this transition.

### UTILITY BILL FORMAT

Your utility bill will look different with the first billing from the new software.

**Your Utility Account Number(s) will change. Your old account numbers will not work with the new payment platforms.**

The new Online Bill Pay Portal will be located on the County's website. From the homepage under "Quick Links" you would click "Pay My Utility Bill". You will be directed to:

***EdmundsGovPay.com/Columbus County***

The new IVR-Pay by Phone telephone number will be located on the front of your new bill for your convenience.