



City of Gilbert

www.gilbertmn.org

16 South Broadway • P.O. Box 548 • Gilbert, MN 55741

Phone: 218-748-2232 • Fax: 218-748-2234

Dear Gilbert Water and Light Customer:

The City of Gilbert is pleased to offer you new ways to view and pay your utility bills. You can pay electronically online or by a smart phone app. You can also view your bills and amount due online. **Please consider opting out of receiving paper bills to help save resources and reduce costs.**

FEATURES OF ELECTRONIC SERVICES

- Pay by MasterCard, VISA, Discover, checking or savings
- Pay 7 days a week, 24 hours a day
- Pay immediately, schedule a payment or set up Auto-Pay for recurring payments for the amount of your bill (you will receive email reminders about 3 days prior to your payment)
- Find your balance due by going online, viewing the app or using the automated phone payment service
- View your current bill, past bills and your electronic payment history

HOW TO PAY ELECTRONICALLY

- **ONLINE:** Go to www.GilbertMN.org. Click on the bill payment link and follow the prompts to setup your profile and make a payment. After you register, future payments are 3 quick steps.
- **MOBILE APP:** Download "PSN Payments" from the App Store® or Google Play™. Before you use the app, go online to register, and then payments are 3 easy steps.

HOW TO VIEW BILLS OR BALANCE DUE

- Go to www.GilbertMN.org. Click on the view bills or payment link. The first time you will register and your bill will appear about 24 hours later. After that, you will receive an email notice whenever a new bill is ready to view. Please opt out of paper bills to help save resources.

The City of Gilbert has selected Payment Service Network (PSN) to process your payments because of their high level of security and the convenience they offer. PSN has been awarded a Level 1 Certification, the highest security possible, by the credit card industry.

If you have any questions or need help paying or viewing your bills online, please call PSN at 866-917-7368 or email CustomerService@PaymentServiceNetwork.com. If you have questions on the amount of your bill or need services, please call the City at 218-748-2232.

Thank you,