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CITY OF KEARNEY **PRESS RELEASE** ***For Immediate Release***

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City of Kearney Launches New Utility Payment System: Utility Access

The City of Kearney will be implementing a new and improved online utility payment system called Utility Access. Utility Access will replace the current online payment system (eSuite).

The new Utility Access system allows users to pay their utility bill online with an account using a Username and Password login or utilize a Quick Pay option. Quick Pay does not require an online account to make a payment, only entry of the utility account number, name on the utility account, and payment details. Payment methods accepted include Visa, Mastercard, Discover, American Express and eCheck.

If you are an existing eSuite customer, your eSuite login information will not be valid on the new Utility Access site. If you wish to gain full access to Utility Access, you will need to create a new account. To create an account, visit the website at:

<https://www.municipalonlinepayments.com/cityofkearneyne/utilities>

Select "Sign In or Sign Up" then Register next to "Don't have an account?" to get started.

Utility customers may continue to pay their utility bills via ACH, mail, drop box, walk-in or phone (Interactive Voice Response (IVR)).

Please note that the IVR phone number for automated phone payments will change to (877) 933-5932. At this time, we are not able to accept eChecks for IVR payments.

If you wish to sign up for ACH utility payment please contact Utility Billing at (308) 233-3240. Utility customers signed up for ACH and eBill will receive a \$1 credit on their bill each month.

The new Utility Access website and IVR phone number will go live on December 13, 2023. On this date eSuite will no longer be active and customers will not be able to utilize this site for online payments, but will be redirected to the Utility Access website. Similarly, the current IVR phone number will be disabled and phone payments must be made using the new phone number provided above. If you need assistance transitioning to Utility Access, IVR or ACH payment or have questions regarding this press release, contact Utility Billing at (308) 233-3240.

Check out our web site at www.cityofkearney.org.

We are sending this News Release as a service to the news media and citizens of Kearney.

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