



# Utility Pay

Utility Pay is a comprehensive utility payment solution developed by Texas.gov for local governments. You can offer the convenience of online utility payment to constituents and efficiently manage user accounts through an intuitive administrator console.

With Utility Pay, your constituents register for an online account and manage their profile. Once registered, users can view a summary of their account activity, pay the balance on one or more bills, view current and past bill details and payment history, and receive automated account notifications via e-mail.

Utility Pay offers a menu of configurable options, enabling your agency to choose from features such as:

- ★ Let users **opt out of paper bills**, and give them the option to receive bill reminders via **e-mail notification**.
- ★ Offer **security features**, including Captcha, password security questions, and account lockout for excessive failed login attempts.
- ★ Display **historical payment information** for a configurable duration and **frequently asked questions**.

## Features

### Positive User Experience

Utility Pay exemplifies best practices for modern, intuitive web design, user-friendly plain language, and full compliance with accessibility requirements.

### Personalized Branding

Utility Pay displays your unique branding and URL, ensuring users can easily access an exclusive solution not shared by others.

### Role-based Admin Console

A separate administrator console allows designated representatives to add admin users and manage constituent accounts.

### Mobile-Optimized

Utility Pay is designed to work with multiple mobile browsers so users can easily make payments with their mobile devices.



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## Benefits

### **Responsive Customer Service**

Our multi-channel customer service solution and dedicated support team are available 24/7 to provide quick, convenient assistance.

### **No Procurement Required**

Utility Pay is offered to government partners under the Texas.gov master agreement with the State of Texas.

### **Secure Payments**

Compliant with PCI Data Security Standards, Utility Pay supports all payment types and integrates directly with your designated bank account.

### **Quick Implementation**

Leveraging a modular, configurable framework, Texas.gov can implement Utility Pay in 6-12 weeks.

## About Texas.gov

Texas.gov is the official website of the State of Texas and is overseen by the Texas Department of Information Resources. Texas.gov helps state and local government entities web-enable their services and is operated without tax funds through a public-private partnership between the State and Texas NICUSA, LLC, an Austin-based company. Texas NICUSA is a subsidiary of NIC, the nation's leading provider of official government portals, online services, and secure payment processing solutions.

For more information about Utility Pay, please contact:

**Texas.gov**

**Business Development**

✉ [TexasBD@egov.com](mailto:TexasBD@egov.com)



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