

NOTICE TO ALL CORTLAND RESIDENTS

The City of Cortland would like our residents to have all the latest information when making a payment to the City. You have several options to pay your water/sewer bill:

1. In person at City Hall;
2. Through the U.S. Mail;
3. Via autopay directly with the City;
4. Online through the direct link to the City of Cortland payment portal.

None of these options cost you an extra fee.

If you do not go directly to the City's payment portal at <https://cortlandoh.authoritypay.com> and perform a general internet search you may end up in the control of a third-party vendor. If you choose to pay through a third-party vendor, you need to be aware of the following:

1. The third-party vendor may charge you a fee to send the City a check from your checking account. One example of a fee from a third-party vendor is \$3.99 or 3.5% whichever is greater.
2. It takes approximately 7-10 days for a third-party vendor check to reach City Hall.
3. If the check does not reach the City by the due date even though you may have authorized the third-party vendor to make the payment sooner, you will still be assessed the late fee penalty. Paying through the City of Cortland payment portal allows the City to immediately verify that payment was made.
4. The City has no way of knowing or controlling how secure a third-party vendor is with your confidential information.

There is no fee for making a payment through the City's portal from your checking or savings account however if paying by credit card you will be redirected to the credit card vendor's site. There is a convenience fee of 2.5% or \$1.50 minimum paid to the credit card vendor and the City will receive your payment the next day. Penalties are only assessed if payment is received after the due date.

The direct payment link for the City of Cortland is <https://cortlandoh.authoritypay.com>

If you have any questions, feel free to call the City at 330-637-3916.