



Frequently Asked Questions on Convenience Fees

Why is the City implementing convenience fees?

In 2017, the City of Rockford convened a citizen-led Finance Task Force to help develop cost savings and revenue generation methods to reduce the City's cumulative budget deficit. Implementing a convenience fee related to billing and payment acceptance was one of the Task Force's recommendations. These fees are common with public utilities and financial institutions. They are intended to motivate customers to switch to the lowest cost bill delivery and payment options the City offers, which will reduce City costs.

Will all customers be charged a convenience fee?

The City has created a variety of options for bill delivery and payment. Many options will not incur a fee.

Delivery Method	Fee	Payment Type	Payment Fee	Total Fee (per bill/payment)
Paper bill	\$2	Mailed check (including payments made through a bank's online bill payment system)	\$0	\$2
Paper bill	\$2	Phone payment	\$3	\$5
Paper bill	\$2	One-time online payment	\$2	\$4
Paper bill	\$2	In-person payment-City Hall customer service or drop box	\$0	\$2
Electronic bill	\$0	Mailed check (including payments made through a bank's online bill payment system)	\$0	\$0
Electronic bill	\$0	Automatic online payment	\$0	\$0
Electronic bill	\$0	Phone payment	\$3	\$3
Electronic bill	\$0	One-time online payment	\$2	\$2
Electronic bill	\$0	In-person payment-City Hall customer service or drop box	\$0	\$0

Do other municipalities charge convenience fees?

Many municipalities charge convenience fees including Loves Park, Janesville and Joliet. In addition, ComEd and Nicor also charge fees for phone and online payments.

	Phone Payment	Online Payment
ComEd	\$2.50	\$2.50
Nicor	\$2.95	\$2.95
Batavia	\$3.99	\$3.99
Loves Park	3% of bill	3% of bill
Janesville	-	\$4.95
Joliet	\$2.50	\$2.50

How do I sign up for electronic billing?

Property owners can sign up to receive an electronic bill online here:

<https://schedulepayment.com/cor>

They will need their customer number and account number from a recent water bill to sign up.

How do I make online payments?

Once a property owner creates an online account, they can sign up for electronic bills, automatic payments from a bank account, debit or credit card, or make a one-time online payment.

<https://schedulepayment.com/cor>

What if I don't want a payment automatically taken from my bank account?

Customers who do not want to provide bank or credit card information for automatic debit can still sign up for electronic bills and have their bill emailed each month. They can pay their bill by mailing a check, paying through their bank's online bill payment system (which mails the City a check), dropping a payment in the City Hall drop box, or paying at the Customer Service Center at City Hall. None of these payment methods will incur a fee.