The city of Pullman is pleased to offer our customers the option to pay online. Paymentus—The Real-Time Bill Payment Company™ —is an independent, third-party, automated payment service that accepts Visa, MasterCard, Discover, and check.

You can pay your bill anytime, 24 hours a day, 7 days a week.

Online bill pay Q & A

- What do I need to have on hand to use this service ?
- How do I access this service ?
- Why is there a service fee ?
- Is the city of Pullman getting any part of the fee ?
- Is there customer service if I have a question or problem ?

What do I need to have on hand to use this service?

- Either your utilities account number, ambulance run number or miscellaneous account number
- The balance owed on your bill
- Your credit card or check routing information
- A valid e-mail address for confirmation receipt (online payment only)

How do I access this service?

For the specific type of payment you need to make, click on the link that will take you to the secure, third-party website of Paymentus Corporation.

- *City utility payments for water, sewer, stormwater services*: Paymentus will charge a $3.95 service fee for each $230 utility payment transaction. Go to
https://ipn.paymentus.com/otp/stde/plm
or call toll free 1-877-281-2073.

- *Payments for city ambulance services*: Paymentus will charge a $29.95 service fee for each $1200 ambulance payment transaction. Go to https://ipn.paymentus.com/otp/stde/plca or call toll-free 1-877-565-3803.

- *Payments for miscellaneous city bills*: Paymentus will charge a $4.95 service fee for each $300 miscellaneous transaction. Go to https://ipn.paymentus.com/otp/stde/plcm
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Why is there a service fee?

- Paymentus charges a fee to use their service.
- The fee covers payment handling and processing charges.

Is the city of Pullman getting any part of the fee?

- The city of Pullman does not receive any part of the service fee.
- Paymentus is an independent company providing a service to the city of Pullman.

Is there customer service if I have a question or problem?

- Contact Paymentus at 1-800-420-1663 or customercare@paymentus.com .