



Attention Resident

As we continue to make improvements to our community, we wanted to send this reminder that starting on **October 1st, 2024** an additional **\$10 sewer surcharge** will be appearing on your monthly bill. This surcharge is state required in order for the city to cover the costs of the upcoming repair the underground sewer collection system. Starting later this year the entire system will be cleaned and televised to determine the highest priority area's to be relined next year.

Along with that, we are excited to announce that our citizens will have a **NEW payments portal starting Wednesday August 21st, 2024!** The portal, through Nuvei, will provide you even more ways to manage your utility account(s) and improve the overall payment experience with features that include:

Easy enrollment in **Auto Pay, Ebilling and Text N Pay options** can be found at: <https://alcestersd.payacp.com/home>

Other useful links available are:

- Historical bill and payment data
- Capability to update your account
- Multilingual capabilities
- One-view multi-property access

Look for more information to come via our website www.alcestersd.org OR our Facebook page [City of Alcester](#), including an FAQ section with information on creating a portal account and enrolling in these new features so paying your bills is easy to do!

Also, if you didn't notice on your bill this month, the **new due date for all utility bills has been changed to the 20th of the month!** However, with the addition of payment services from Doxo (currently available through our website and Nuvei to pay your accounts the city has also **raised the late fee to \$10**. If you have any questions, please contact City Office @ (605) 934-2851

Dave Hodgson
Finance Officer