UTILITYCONNECT PAYMENT PORTAL FAQ's

What is this new payment portal - Citizen Portal?
Citizen Portal is an online payment portal that we have partnered with Paya, a Nuvei company, for our utility bill payments. You access your account from this website: Ghent, MN Citizen Portal

Where can I learn more about Paya?
Simply visit www.paya.com to learn more about our new vendor!

Do I have to create a new account in Citizen Portal to make a payment?
No, you can use the One-time payment option to make a payment without logging in: Guest Pay

How can I see my full billing and payment history?
To see all your billing and payment history, you will need to Register, and then Login to your account.
You can Register here: Register Page
You can Login here: Login Page

If I was previously enrolled in Auto-Pay with [client's former payment processor], do I need to re-enroll in the new portal?
Yes, the Auto-Pay does not carry over, so you will need to enroll in Auto Pay once you create a new account in Citizen Portal (see above).

Are there fees associated with making a payment through the Portal?
Yes, there are processing fees that will be assessed. Those fees are: 3.95% of payment amount for credit/debit card transactions and a flat fee of $1.95 per transaction for bank account (ACH) transactions. These fees also apply to any auto-payments that are made.

What payment methods can I use?
You can pay your utility bills with a credit/debit card, or through a checking or savings account. We also offer an Auto-Pay or a Text & Pay option that allows you to use your preferred method of payment.

What information is available in the Portal?
Account balance, bills and payments history, are available as well as the ability to enroll in Auto-Pay or Text & Pay. Portal users can also see their current billing address on file, as well as update their phone number and email address on file.

Do I need to pay my bills from my computer?
No - You can pay your bill from anywhere in the world! All you need is a device with access to the internet. From the Citizen Portal Home Page, you can utilize the Guest Pay option, or login to the Portal – where you can also save your payment method for future use!

How do I know the payment went through?
After you complete the transaction, you will receive a Payment Confirmation on the next screen as well as a receipt emailed or texted, your preference.

What payment options do I have?
We work to ensure you have a variety of payment options available at home or on the go. You can pay online with any browser from a laptop, PC or Phone, take advantage of our Auto-Pay and Text & Pay options.

Is my information safe?
Absolutely. All the transactions are handled on secure servers and are fully PCI compliant (Standards set for ensuring secure transactions). What is PCI Compliance? Click here to read more.