



The City of Thousand Oaks has teamed up with **First Billing Services** to provide online and phone credit/debit card and e-check payment options to customers. The online platform will replace the City's existing online service and will be available at the **end of March**.

Please review the below information regarding payment options available through First Billing Services:

- **Credit/ Debit and E-Check automated phone payment options.** You will simply call The City of Thousand Oaks to use the new IVR (Integrated Voice Recognition System) and follow the prompts. Agent assisted payments will also be available.
- **Web payments:** Log onto www.toaks.org/paybill to access the web portal. You can either register your account or pay as a guest. If you currently pay online, you will need to re-register your account.
- **Text & Pay: A new and exciting feature for the City of Thousand Oaks customers!** Log onto the city website and click the "Online Payment" link to register for Text & Pay.
- **Auto Payments:** Customers can log in online OR contact the City or First Billing to sign up for auto payments.

While you will be paying your bill to the City of Thousand Oaks, First Billing Services will be assessing a fee for each **credit card transaction**, while using their services. Accepted forms of payment include Visa, Mastercard, and E-Check.

Convenience Fee Breakdown:

- \$2.75 per transaction up to \$300.00
- 2.65% per transaction over \$300.00
- There is **no fee** to pay via e-check.

For more information, contact Customer Service at (805) 449-2201.