City of Mascoutah
3 West Main Street
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New and Improved Bill Pay Service

Dear City of Mascoutah Utility Customer,

The City of Mascoutah is transitioning to a new payment portal for customers. **Utility customers will no longer be able to pay bills through the previous online payment system (PSN) after June 1, 2024.** To protect your banking information, existing PSN accounts will not be moved to the new portal. Account registration with new login credentials is needed to access the new customer portal, where you can make a one-time payment or schedule automatic payments, view copies of bills, link all accounts, sign up for ebills, and view graphs. If you have previously signed up for automatic payments through PSN, please cancel the future automatic payment before signing up on the new payment portal to avoid double payments. **All auto payments set up through PSN will be deactivated on June 1st.**

Customers who currently registered for AutoPay through the Utility Billing Office not PSN (paid by checking or savings) are still enrolled, and no action is needed, unless you would like to create an account to view copies of bills and graphed usage history.

To access the previous payment system (PSN), go to www.mascoutah.org and click on the button PSN – Online Bill Pay, located within the Citizen Action Center.

To access the new payment portal, go to www.mascoutah.org and click on the button *NEW* Online Account Access, located within the Citizen Action Center.

The new payment portal will allow you to use the same login to pay for utility bills, yard waste cards, and other payments to the City – all in one convenient place. No convenience or service fees are associated with these payment options.

Customers will still have the option to pay in person with a check or cash, automatic deduction, drop box, or through mail by check.

We are always happy to help! If you have questions, email
customerservice@mascoutah.com
or call (618) 566-2964 ext. 502.