



FOR IMMEDIATE RELEASE
City of Duluth Communications Office

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SUBJECT: ComfortSystems Implements Paperless Bill Pay

BY: Pakou Ly, Public Information Coordinator

ComfortSystems Implements Paperless Bill Pay

[Duluth, MN] – ComfortSystems customers can now pay their utility bills at their convenience, at any time of day, using a new paperless payment system accessible by phone or computer. A new Online Bill Pay and phone payment system is customer driven and responds to current customer needs. It is designed keeping in mind the lifestyle and abilities of all customers.

With a few clicks of the mouse or taps on the phone, you can create a log in and password of your choice, using the account and invoice number on your most recent bill statement. This information will only be accessible to the account holder. Payments can be processed using a credit card or by entering the routing number from a bank account. The traditional mail-in or face to face payment options are still available, but for those who prefer the convenience of technology, this fits the bill.

“It’s easy, it’s fast, and secure. We heard from our customers and have responded with what we think is a user friendly and customer oriented product. Customers get to choose the best payment option to meet their needs and the city is able to reduce its bill processing costs. From a business standpoint, it just makes sense.” said Mayor Don Ness.

Payments made before 8:00 p.m. Monday through Friday will be processed the following business day. Customers can be assured their payments will be processed in a timely manner on a secure system. Customers with energy loans or multiple properties will only need to create one log in and the system will be able to link all existing accounts. Online bill pay customers can set up a recurring automatic payment for added ease.

Customers can access the Online Bill Pay system by visiting the City of Duluth website at www.duluthmn.gov or the ComfortSystems website at

http://www.comfortsystems.ws/Accounts_Billing/AB_a_MA.cfm or by calling

(866) 533-5718 to make phone payments.

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