



City of Wylie
Public Information Office

PRESS RELEASE

City Rolls Out New Online Utility/Municipal Court Payment Service
Credit Card Convenience Fees No Longer Applied

Wylie, Texas, Jan. 26, 2017 – The City of Wylie launched a new and enhanced utility and municipal court online payment system in January enabling customers to pay water bills and tickets online with no credit card convenience fees.

Utility Billing

Citizens can now make fee-free payments 24 hours a day, seven days a week using American Express, Visa, MasterCard or Discover; view current bill, balance and due date; access billing history, payments and charges; view historical consumption data on a graph for the last two years; view and pay on multiple accounts; use the Quick Pay feature to pay without registering; keep credit card info on file; elect to receive electronic statements only; set up new service; and submit service requests, among other features.

Under the previous system American Express was not accepted and customers were charged a \$1.75 convenience fee. Billing history was also not available, and the account number was needed to log in every time.

Direct Payment is still an option, along with bank bill payment service, payment in person, by phone or by mail, also with not convenience fee charge.

Please be aware the new system requires a one-time registration of your account (including account number and last payment amount). Once registered for the new billing system, future logins will only require your email and new password. Please check your spam/junk mail folder if you do not receive the verification email during the registration process. The new system does not affect current autodraft accounts. If you have issues registering for the new online payment system, please call 972-516-6100 for assistance.

Visit WylieTexas.gov > Departments > Utility Billing for more information and to pay online.

Municipal Court

Select citations may also be paid online with American Express, Visa, MasterCard or Discover without convenience fees. Those wishing to pay a ticket using the online system are urged to visit WylieTexas.gov > Departments > Municipal Court for details on which citations and warrants qualify for online payment.

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Please note that new citations may not show online for up to 48 hours from the time they are issued. Those unable to find their citation online or those seeking to have a violation dismissed should call the court at 972-442-8101. Also note that the use of the online service constitutes a finding of guilty in open court and may result in a conviction being reported to the Texas Department of Public Safety.

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About Wylie – Incorporated in 1887, the City of Wylie is located just 24 miles from downtown Dallas in Collin, Dallas and Rockwall counties. Possessing an outstanding school district, a low crime rate, and an expanding business climate, Wylie (population 48,000) is one of the fastest-growing communities in Texas with a 220-percent increase since 2000. In 2016, financial website NerdWallet named Wylie the Best Small City in the Nation for Families.