



PAYMENT INFORMATION



DID YOU KNOW...?

MVD OFFERS PAYMENT OPTIONS WITH NO FEES

The following **NO FEE** payment options are available:



ACH AutoPay

Have payment processed from your Checking or Savings account automatically. Give us a quick call to setup or in the MyMVD online site.



Your Bank's Online Banking/Bill Pay

Process payment through your bank's online banking/bill pay service. MVD receives Online Banking/Bill Payments electronically. Each bank may vary, but typically MVD receives payment within one business day of when it is processed through your bank.



Mail Check/Money Order Payments

Please refer to the "Additional Info" section below.



In-Person/Drop-Off

Stop by the MVD Office with cash or check/money order payments. We're open Mon - Fri from 8:00 AM to 4:30 PM. Whether the MVD Office is open or not, check/money order payments can be placed in the "drop box" located to the left of the front door.



DID YOU ALSO KNOW...?

YOU CAN "PAY AHEAD"

Pay Ahead

Some customers have indicated they preferred quarterly billing and quarterly payments. To assist those customers and any other who would prefer to make advance payments, MVD does allow customers to "Pay Ahead". Any payment amount made for more than what is due will result in a credit balance that will remain on the account and be applied to future amounts due for the account. The amount of the credit balance will be reflected on the monthly bill. Please note, customers are responsible to monitor their bill amounts & credit balances and to make payment accordingly.

ADDITIONAL INFO



Accepted Payment Types:

MVD accepts cash, checks, money orders, Visa, MasterCard, Discover, and ACH payments from checking/savings accounts. Payments made with a credit/debit card and one-time payments from checking/savings account will incur a "Payment Services Fee". Per "NH RSA 80:52c Electronic Payment" MVD cannot absorb any processing fees; all fees must be paid by the customer. Payments made with cash, check, money order, and AutoPay from a checking/savings account DO NOT have a "Payment Services Fee".



Mail Delivery via US Postal Service (USPS):

Please be advised, the USPS has been experiencing and continues to experience delivery delays. Additionally, according to the Merrimack Post Office ALL mail regardless of whether it's "In Town" or "Out of Town", is sent to a central sorting facility in Manchester before it is delivered; this seems to have been increasing delivery delays. MVD cannot control when payment will be received from the USPS; late fees and service disconnections will be processed according to MVD's By-Laws.

Click the following link to view the FAQ/Customer Information regarding Delivery Standards:

<https://faq.usps.com/s/article/Delayed-Mail-and-Packages>

Click the following link to view the USPS Service Alerts for Residential Service Disruptions:

<https://about.usps.com/newsroom/service-alerts/residential/welcome.htm>



Non-Affiliated 3rd-Party Bill Payment Services:

Some 3rd party bill payment services are made to **APPEAR** they are affiliated with Merrimack Village District when in fact they **ARE NOT affiliated with MVD**. "Doxo.com" and "ChargeSmart.com" are examples of third-party companies that allow payment of utility bills via their website and mobile applications which typically have MVD's logo/info shown. These companies, and any other 3rd-party bill payment service companies, including online banking/bill pay services, are not affiliated with Merrimack Village District and therefore payment is NOT received electronically (a paper check will be mailed to MVD via US Postal Service). *Due to this delivery procedure MVD cannot control when, or, possibly, if payment will be received – which may result in late payments/fees or potentially water service disconnection for non-payment.*




Financial Assistance:

If you are experiencing financial difficulties please contact MVD Customer Service to discuss possible options for your account such as a payment arrangement. Other options may be available through the Town of Merrimack and other programs. The links below are to some options that may be available as well as links to the Town of Merrimack's website containing additional information for assistance:

- **2-1-1: New Hampshire's No Cost Information & Referral Service**
Call: 211 Text your zip code to "898-211" Web: www.211.org
- [New Hampshire Homeowner Assistance Fund – NHHAF](#)
- [Town of Merrimack Assistance Information](#)
- [Town of Merrimack Info for Other Area Resources](#)

Visit www.mvdwater.org for Details on Billing and Payment Info

Access your account online on 

Questions on any of this information? Call MVD at [603-424-9241](tel:603-424-9241) or email customerservice@mvdwater.org