



PENNICHUCK®

25 Manchester Street

PO Box 1947

Merrimack, NH 03054

(800) 553-5191

Fax (603) 913-2362

customer-service@pennichuck.com

Important Message Regarding Customer Payment Security

With cyber security risk ever increasing in our daily lives, we are doing everything we can to ensure that your information is as safe as possible, when paying your water bill to us. As such, we would like to inform you of the authorized payments methods we offer. We recommend that you only use these authorized payment methods, as listed on the back of this sheet, as we are able to monitor the security and timeliness of payments processed through these methods, and we have information safety and security protocols and protections in place for these authorized payment methods. Any payment methods which are used to pay your water bill to us, which are not listed on this sheet, are not authorized or supported by Pennichuck; therefore we cannot provide the same assurances with regard to timely and accurate processing of your payments, or limiting any security risks. If you are paying us using the online “bill pay” portal through your bank, please be aware that you are subject to your bank’s security measures and protections. It is also important to know that some of the payments made through your bank’s “bill pay” system may be sent to us in the form of a paper check via the mail system, instead of coming to us electronically. These mailed payments may take 10-14 days to process, from the day you make your payment, due to the time it is received and posted at Pennichuck. If you have any questions regarding our payment methods, please contact our customer service department at 800-553-5191.

Pennichuck's Authorized Payment Methods

The following methods are the only authorized payment methods Pennichuck offers:

By Mail: You may mail a check or money order to PO Box 1947, Merrimack, NH 03054. The timing for posting of this type of payment can vary, as it could take up to 7-10 days for the check to be delivered to us.

In Person: You may visit us at 25 Manchester Street (3rd floor) in Merrimack, NH. We accept check, money order, and cash in person. If paying before 2:00 pm, your payment will be processed the same day. If paying after 2:00 pm, your payment will be processed the next business day.

Direct Pay: You may fill out the direct payment authorization form on our website, www.pennichuck.com, or the form on the back of your bill, and mail it to us. This will authorize us to “pull” your payment from your designated bank account via ACH, and post it to your water account on the due date of your bill.

Online: You may pay online through our website. To utilize this option, please visit www.pennichuck.com and select pay online. Then select “New Hampshire Customers.” This will redirect you to our authorized payment website, www.paymentus.com. We will process payments made online using this method, on the next business day.

By Telephone: You may call our customer service department at 800-553-5191 to make a payment over the phone. We will need to obtain your checking account number and bank's routing number in order to process the payment. For increased customer security, we do not save this information after you provide it to us. This is a one-time payment. Your payment will be posted to your water account the next business day.

By Credit or Debit Card: You may pay using a credit or debit card by calling 877-553-4905. The accepted forms of credit/debit are Visa, MasterCard, and Discover. Your payment will be posted to your water account the next business day. There is a \$3.50 convenience charge collected by our authorized vendor for this option. Pennichuck receives no portion of this fee. The transaction limit for this option is \$200.00 per account per payment.