



ENGINEERING AND ENVIRONMENTAL SERVICES

Utilities Division

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To: All Development Community Members, Contractors, Consultants and Development Design Professionals Practicing in Durham County, NC

From: Vince Chirichella, PE
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Subject: Notification to Industry 11/16/2020:
Durham County Utilities New Online Payment System

NOTIFICATION

Durham County Utilities New Online Payment System

For added convenience, Durham County Utilities has implemented an online payment system for customers and the development community to make payments online by credit card, debit card, or e-check. To make an online payment, simply go to our website listed below and press "Pay Online" to access the payment portal. On the portal, there is an option to make a One-Time Payment or create an account to save your information for future payments. Instructions and guidance for making a payment online can be found on the next page.

www.dconc.gov/utilities/development

The requirements stated herein are effective immediately. If you have any questions relating to this notification, please contact:

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Instructions for Making an Online Payment

To make an online payment, select the applicable "Payment Type" from the list. It is IMPERATIVE that the correct payment type is selected when paying online. Use the list below to determine the "Payment Type" and information required.

- **For Review Fees** (Section C of the fee schedule): select "Development Review/Inspection Fees" and enter the PROJECT NAME exactly how it appears on the plans into the box.
- **For Inspection Fees** (Section D of the fee schedule): select "Development Review/Inspection Fees" and enter the INVOICE number in the box. **NOTE:** These fees will always have an invoice associated. If you pay inspection fees without an invoice, the payment will be rejected.
- **For System Development Fees** (Section G of the fee schedule): select "System Development Fees" and enter the INVOICE number in the box. **NOTE:** These fees will always have an invoice associated. If you pay system development fees without an invoice, the payment will be rejected.
- **Paying Multiple Items:** The portal will allow you to pay multiple items at one time. To do this, select the first payment type and enter the information in the box. Click "Pay Another Account," select the 2nd payment type and enter the information. Click continue. On the Payment Information Screen, you will enter the amount to be paid in the box next to each type.

Transaction Fees

Paymentus charges a non-refundable transaction fee for using the online services. Transaction fees and maximum one-time payment amounts are listed below.

Payment Method	Transaction Fee	Max Payment Amount*
Credit Card	2.95%	\$10,000
E-Check	\$1.00	\$45,000

**If amount to be paid is greater than the maximum payment amount it will need to be broken down into separate transactions.*