



**Secure**  
**Pay-by-Phone**  
**Call:**  
**800-496-3391**

Our Pay By Phone system is an easy way to make a payment, check your balance, confirm a payment, or setup auto-pay. The first time you call, have the following available:

- WCVT account number (available on your bill).
- You will then be prompted to establish a (PIN) to access your account in the future.

**FREE SERVICE – Available  
24 Hours a Day, 7 Days a  
Week!**

**Make Your Selection From the Following Menu Options”**

**MAIN MENU**

- 1 - To make a payment on your account
- 2 - Check account status
- 3 - To create or update your pin number for an Electronic Check payment
- 4 - Update your recurring payment information
- 5 - Update your saved payment information
- 9 - Repeat this menu

**TO MAKE A PAYMENT**

*Please enter your account number followed by the # sign (if this is correct Press 1; if not Press 2)*

- 1 - To pay total amount due
- 2 - To enter a specific payment *For example: enter 1 5 0 0 3 # for \$150.03 (if this is correct Press 1; if not Press 2)*
- 3 - To continue without making a payment
- 9 - To repeat this information

**ONCE YOU ENTER THE AMOUNT YOU WANT TO PAY**

- 1 - Add another account to payment total
- 2 - Process payment

**SELECTING PAYMENT METHOD**

- 1 - Pay by American Express, Discover, MasterCard, or Visa
- 2 - Pay by check
- 3 - Exit this menu without making a payment
- 9 - Repeat these options

**USING A CREDIT OR DEBIT CARD AS YOUR PAYMENT METHOD**

- 1 - If correct (*enter credit card number; enter expiration date; enter security code on back of card and Press #*)
- 2 - Review your payments
- 3 - Restart payment
- 9 - Repeat these options

**USING A CHECK AS YOUR PAYMENT METHOD**

- 1 - If correct (*enter four-digit PIN number; enter bank nine-digit routing number; enter checking account number and Press #; (if personal account Press 1; if business account Press 2; if checking account Press 1; if savings account Press 2; if you want us to save payment information Press 1, if not Press 2)*)
- 2 - Review your payments
- 3 - Restart payment process
- 9 - Repeat these options

**CHECKING YOUR ACCOUNT STATUS - MENU**

*Enter account number and then Press # (if this is correct Press 1; if not Press 2).  
Enter your 4-digit PIN and #.*

- 1 - To make a payment
- 2 - Check account status
- 3 - Create or update PIN number
- 9 - Repeat this menu

**CREATING OR UPDATING YOUR PIN (Only for Electronic Check Payments)**

*Enter account number and then Press # (if this is correct Press 1; if not Press 2)*

- 1 - Enter last four digits of your social security number

