

City of St. Marys

Office Procedures Policy

The City of St. Marys, in accordance with the Public Service Commission of West Virginia Rules and Regulations, offers these office procedures effective March 1, 2016.

Methods of payment accepted

1. **Check/Money Orders:** Checks/money orders should be made payable to the City of St. Marys.
2. **Cash:** Cash will be accepted in person or in the night deposit box. Do not mail cash.
3. **Credit Card/Debit Card:** The City of St. Marys accepts Visa, MasterCard or Discover for payment of services. You may pay with a credit card/debit card over the phone as well.
4. **Voucher:** A promissory note for payment from an approved charitable organization or government agency will be accepted. However, if actual payment is not received from the organization or agency within 30 days, the customer will be responsible for the payment instead.

Payment options accepted

1. Pay by mail
The customer should mail a check or money order for the full payment of the amount due along with the payment stub to the Utility's address, as shown on the billing statement. Please allow enough time to be received by the Utility by the 20th to avoid penalties.
2. Pay in person
A bill may be paid at 418 Second Street St. Marys, WV between the hours of 8am and 4pm Mondays, Tuesdays, Wednesdays and Fridays or between the hours of 8am and 12pm Thursdays. Payments received by 2pm shall be posted to the customer's account that business day. Payments received after 2pm shall be posted to the customer's account the following business day. A current billing statement must accompany the payment. Cash, check, money order, debit card, credit card and vouchers will be accepted.
3. Deposit/Drop Boxes
Payment deposit / drop boxes are for "after hours" payments only. A current billing statement along with a check or money order must be enclosed. Payments received before 8:00am will be posted to the customer's account that day. Payments received after 8:00am will be posted to the customer's account the following business day. The deposit / drop box is located to the right of the front door at 418 Second Street St. Marys, WV.
4. Pay online
 - a. Payment online can be set up through participating banks or credit unions. You must ask your financial institution if you have the option to pay through web pay/ bill pay services using the information listed on the billing statement. Please note, it sometimes takes up to five days for a website to actually transfer payment to the Utility. Payment is not posted to the customer's account until funds are actually transferred to the utility.
 - b. Payment can be paid at our website <https://stmarys.wv.gov> click on epayment button

Late Fees

1. Your bill must be paid by the 20th of each month to avoid delinquency.
2. To avoid a 10% penalty, the entire amount of the bill should be received in the Utility's office by the 20th of each month.