



Notice: Card Processing Fee Effective November 1, 2026

The Town of Farmville would like to inform residents of an upcoming change to our payment processing procedures.

Beginning **November 1, 2026**, a **3% processing fee** will be applied to all credit and debit card transactions, including utility bill payments.

Why is this change being made?

The Town incurs processing expenses when accepting credit and debit card payments. To help recover these costs, the Town will begin passing the associated processing fees along to customers who choose to pay by card.

This change does not represent an increase in utility rates. The processing fee applies specifically to transactions made using a credit or debit card.

How much will the fee be?

The fee will be 3% of the transaction amount. For example, a \$100 utility bill paid by credit or debit card will incur a \$3 processing fee, bringing the total payment to \$103. The processing fee will be disclosed before the transaction is completed.

How can I avoid the processing fee?

Residents who prefer not to pay the 3% card processing fee may continue using alternative payment methods offered by the Town, including:

- **Cash or check:** Payments can be made in person at the Town of Farmville Finance Department, located at 3672 North Main Street.
- **After-hours drop box:** Check payments may be deposited in the drop box located near the Town's drive-thru window. Please do not place cash in the drop box.
- **Bank draft:** The Town offers a bank draft payment plan for utility customers. Contact the Finance Department for enrollment information.

These payment options are not subject to the 3% card processing fee.

Questions or additional information

For questions regarding the new processing fee or available payment options, please contact the Town of Farmville Finance Department at **(252) 753-6717**.

The Town of Farmville appreciates your understanding as we work to manage operational expenses responsibly while continuing to provide convenient payment options to our residents.

Town of Farmville
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