

DOXO is not affiliated with Mt. Sterling Water & Sewer

The screenshot shows the doxo website interface. At the top left is the doxo try PLUS logo. At the top right is a search icon and a LOG IN button. The main content area is titled "Pay your Mt Sterling Water & Sewer (KY) bill". It features a form with a "\$ Amount" input field and a green "PAY BILL" button. Below the button is a disclaimer: "doxo enables secure bill payment on your behalf and is not an affiliate of or endorsed by Mt Sterling Water & Sewer (KY). Pay with your Visa, MasterCard, or Discover credit card or debit card, with Apple Pay, or with your bank account." Below the disclaimer are logos for Apple Pay, VISA, MasterCard, DISCOVER, and BANK III. To the right of the text is an image of a woman with glasses and a scarf, smiling and holding a tablet. Below the main content area is a paragraph of fine print: "doxo is a secure all-in-one service to organize all your provider accounts in a single app, enabling reliable payment delivery to thousands of billers. doxo is not an affiliate of Mt Sterling Water & Sewer (KY). Logos and other trademarks within this site are the property of their respective owners. No endorsement has been given nor is implied. Payments are free with a linked bank account. Other payments may have a fee, which will be clearly displayed before checkout. Learn about doxo and how we protect users' payments." Below the fine print are two sections: "Online Links" with a link to "mtsterlingwaterandsewer.com" and "Mt Sterling Water & Sewer (KY) FAQ by doxo" with a list of four FAQ items: "How can I pay my Mt Sterling Water & Sewer (KY) bill?", "How can I contact Mt Sterling Water & Sewer (KY) about my bill?", "I'm looking for my bill. Where can I find it?", and "Can I pay all my Mt Sterling Water & Sewer (KY) bills on doxo?". Below the FAQ list is a link for "MORE MT STERLING WATER & SEWER (KY) FAQs".

MSWS will not accept payments made using DOXO.com.

MSWS will not waive any type of late fee, penalty or disconnection fee due to payments made via DOXO.com

CUSTOMER **WARNING** ABOUT DOXO.COM THIRD-PARTY WEBSITE

There is an online bill pay website that is called Doxo.com. It is a third-party website that allows people to pay their water & sewer bills via their website.

It may appear that Doxo.com is affiliated with Mt. Sterling Water & Sewer.

IT IS NOT.

Doxo.com may charge customers extra fees. Mt. Sterling Water & Sewer has no control over when we receive payments made through Doxo.com. That could result in late payment fees being applied to your account or even disconnection due to non-payment.

Here's how you make sure you are paying your Mt. Sterling Water & Sewer bill directly, without a third-party site like Doxo.com:

1. Go to Mt. Sterling Water & Sewers website at www.mtsterlingwaterandsewer.com
2. If you wish to pay your Mt. Sterling Water & Sewer bill online, set up an online account through our web portal and pay online.
3. If you have any questions about managing your Mt. Sterling Water & Sewer account and payments, please call our office at 859-498-0166 and we would be happy to help you.

If you receive any suspicious phone calls or emails from someone claiming to represent Mt. Sterling Water & Sewer or requesting payment, please call Mt. Sterling Water & Sewer right away.

We appreciate your business and want to make sure your Mt. Sterling Water & Sewer account is secure. Mt. Sterling Water & Sewer will no longer accept payments made via Doxo.com. Mt. Sterling Water & Sewer will not waive any fees to include penalties, disconnections fees, and return check fees due to payments made via Doxo.com.