



Online account access offers a list of convenience and self-help options for engaging with City Departments:

Municipal Utility (Utility consumption, Digital Billing Account review, Start/Stop Utility Services, Receive Mass Notifications)

<https://wintersetutilities.frontdeskworks.com/>

City (Food Truck, Building, Fence, Dog, Parking Tickets, Receive Mass Notifications Etc.)

<https://cityofwinterset.frontdeskworks.com/>

Step by Step Instructions to create account(s)

<https://files.frontdeskworks.com/FrontDesk+Public+User+Account+Creation+Instructions.pdf>

*Separate accounts **are required** to segregate utility bills from other city services as required by IA Code.

Online Bill Pay is NOT REQUIRED! Offered for Convenience (Auto Bill Pay, Budget Billing, Energy Assistance Customers and other City Permits):

For convenience and efficiency, online/ auto bill payment option has been added as a service to customers and bring the afterhours or automatic payments to the community.

This online payment system **does** come with a cost.

Convenience and Processing Fees (**Not Retained by City or WMU !**)

- ACH/eCheck: \$3-\$4 per transaction depending on amount
- Credit / Debit Cards: Min \$3 or 4% of payment amount

Traditional In Office or Drop Box Payments for utility bills and other permits :

- Check, Cash, Debit Card: No Charge
- Apple Pay, Samsung Pay, Google Pay: No Charge*
- UnitedHealthcare Bar Code Cards: No Charge*
- Credit Card: Min \$3 or 3% of payment amount

*New Options