

The City of Ball Ground is proud to announce new services for our customers!

ePay through the City of Ball Ground is a quick, convenient way to pay your water bill without the hassle of stamps, checks, or driving to our office. eBill allows you to receive your water bill directly in your email, no waiting for your bill to arrive!

You can register for either or both of these options by simply logging on to www.cityofballground.com, locate the 'View/Pay' button on the middle left side of our homepage, click on the link, and follow the instructions to register your account.

Once your account is registered you can choose whether to simply pay your bill through ePay or sign up to receive eBills. To receive eBills, choose the 'View & Pay Bills' link. To only pay your bill, choose the 'Pay Other Items' link.

Some FAQs about eBill and ePay...

- What is the purpose of entering your DOB when registering?
This is a security feature put in place for the customer's protection
- What happens if someone forgets their USERID and / or password?
These can be retrieved on the website at the Login area
- If I sign up to receive an eBill am I required to ePay?
No
- If I ePay am I signing up for eBill?
No
- Can I partial pay or overpay?
Yes, either
- How long does it take for my account to be verified once I register it?
Accounts are registered within normal business hours. If you register after business hours, your account will be verified on the next business day.

If you have questions or concerns regarding either of these programs, please call 770-735-2123.

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