



The City of Anna Municipal Annex offices will be closed until further notice due to the recent pandemic of the COVID-19. For the safety of our staff and our neighbors, we have made this decision to better combat the potential spreading of the virus.

For questions related to utility usage, please contact Utility Billing 972-924-2432.

For questions related to Municipal Court fines or payments, please contact the Court Administrator at 972-924-2760.

Please see the below options to make payments for utility bills and court fines.

### How to pay your utility bill?

The City of Anna offers several convenient methods to pay your utility bill, 24 hours a day, 7 days a week. See details below on these convenient ways to make your payment.

#### **1. Online Payments**

Online payments can be accessed through the home page of the City's website at [www.annatexas.gov](http://www.annatexas.gov). There are two options to pay online.

- a. Registered Account – This option requires you to register your account. This option allows you to pay your bill online through our e-commerce website. You also begin receiving electronic statements.
- b. One-time Payments - With this option, your account does not have to be registered. This option is found by selecting Online Payments on the City's website and then select "One-Time Payment" on the right side of the screen. This will then take you to [www.PayGov.us](http://www.PayGov.us). There is a **convenience fee of 3%** when using this option. Further information can be found on our website under Pay my Utility bill.

#### **2. Kiosk Station**

City of Anna neighbors can pay their bill anytime at our kiosk station located at 101 South Powell Parkway (Municipal Annex). The kiosk accepts cash, check, or credit card (and debit cards used as credit cards).

The touch-screen operation will show prompts to guide neighbors through each step of the process, including accessing your account, selecting a payment method, and making your payment.

When making cash payments, the amount due will be rounded up to the nearest dollar and the overage will be posted as a credit to your account. No change will be given.

To access an account, customers can either enter the account number, or the account can be retrieved by following the on-screen prompts. When entering an account number, be sure to enter it as shown on the monthly statement (including the decimal point). Customers who want to pay several accounts at the kiosk will have to enter each payment as a separate transaction (if paying by check, for example, write a separate check for each account).

### **3. Drop Box**

The drop box is located on the southside of the Municipal Annex located at 101 South Powell Parkway.

### **4. Phone Payments**

Customers may also make payments by phone through PayGov by calling toll free 1-866-480-8552. There is an additional 3% convenience fee to pay with a credit card. Visa, Mastercard, and Discover cards are accepted. Please be prepared with your account number and the amount you wish to pay as the representatives from PayGov will ask for this information. They do not have access to City of Anna account information.

## **How to pay Court fines?**

Court fines can be made by the following options:

### **1. Online Payments**

Court fines can be made online through [www.trafficpayment.com](http://www.trafficpayment.com). You will need to have your ticket number and amount you wish to pay. The ticket number is located on the ticket itself. The amount of the fines are located on the envelope provided to the defendant by the Officer or can be found on the City's Municipal Court webpage under Fine Schedule located on the left side.

### **2. Phone Payments**

Court fines can also be made by calling toll free 1-800-444-1187. You will need to have your ticket number and amount you wish to pay. This information is located on the ticket itself.