



Paying Your Kent Water & Utility Bill Online

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————— **An Extended Guide · No. 1769** —————

Tech Made Simple. Service Made Personal.

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SUMMARY

The 60-Second Version

Here is the whole guide in a nutshell. The City of Kent sends your water and utility bill, and the city's own website is kentohio.gov. Type that address yourself, then open Living Here, then Utilities, then Payment Options. From there you can pay online with a card or a bank account, and a small convenience fee applies. You can also pay by phone on the city's automated line, by mailing a check, or by visiting the Utility Billing office. If you want payments to happen on their own, the city has an automatic draft form that uses a voided check. Always compare the amount with your bill, and save your confirmation. The city will never ask for gift cards, your password, or a code read over the phone. If anything feels tangled, that is exactly what I help with, so please call me.

1. What This Guide Covers

Paying your City of Kent bill from your own chair.

The City of Kent sends residents a bill for water and sewer service. This guide shows you how to pay that bill online, and it also explains the other ways to pay if a computer is not your favorite tool. I wrote it for neighbors who feel a little nervous about paying bills on the internet.

Everything here comes from the City of Kent's own website, kentohio.gov. The city has a section called Living Here, and inside it a Utilities area with a page named Payment Options. That page is the source of truth, and I will keep pointing you back to it.

You do not need to be good with computers. You only need your bill, a device with internet, and a little patience. Go at your own pace, and read a chapter at a time.

- How to find the real City of Kent payment page.
- What to have in hand before you start.
- Paying by card or bank account, and what the fee means.
- Paying by phone, mail, or in person.
- Setting up automatic payments and paperless bills.
- Spotting scams that pretend to be the city.

WATCH OUT

Keep this guide beside your bill the first time. After one or two payments, most people never need it again.

2. Who Sends the Bill

Understanding what the city is charging you for.

In Kent, the city's Utility Billing office, which is part of Budget and Finance, handles your utility bill. It is the city itself, not a private company, that sends you the statement. Knowing that makes it easier to tell a real bill from a fake one.

Your statement is the starting point for everything in this guide. It carries your account information and shows what you owe. The city's Utilities section also has pages about Water and Sewer and about Water Distribution if you want to learn how the system works.

If you are new to a home in Kent, or you are not sure whether a bill is truly yours, that is a good moment to call the Utility Billing office. They can sort out which account belongs to which address.

- The bill comes from the City of Kent Utility Billing office.
- The office is at 319 S. Water St. in Kent.
- Its phone number is 330-678-8104.
- The city's website is kentohio.gov.

If you rent, your landlord may handle the utility account or may pass the bill to you. Check your lease or ask the landlord who the account holder is before you pay anything.

GOOD TO KNOW

A real city bill is tied to your service address. If a bill arrives for an address you have never heard of, call the city before doing anything else.

3. What You Need Before You Start

A short list that makes everything smoother.

Gather a few things before you sit down. Having them in reach means you will not have to hunt through drawers halfway through a payment. Most people finish the whole task in a few minutes once everything is on the table.

Your most important item is the paper or emailed bill itself. It shows the account details you will be asked for. Next, decide how you want to pay: a debit or credit card, or the numbers from a checking or savings account.

- Your most recent utility bill, paper or on screen.
- A device with internet: computer, tablet, or smartphone.
- A card, or your bank account information, for the payment.

- An email address you can open, in case you set up an online account.
- Your reading glasses and a pen for writing down a confirmation.

Nothing here requires special equipment. A phone with a web browser is plenty.

Do not worry if you are missing one item. You can stop, gather it, and come back. The payment page will still be there, and nothing is charged until you confirm the final screen.

TIP

Set the bill where the light is good. Account numbers are long, and a misread digit is the most common reason a first attempt does not work.

4. Finding Your Account Number

Where to look on your bill.

Your bill carries an account number that tells the city which household is paying. Online payment systems almost always ask for it, so it is worth finding before you start. I cannot tell you exactly where it sits on your statement, because bill layouts can change.

Look near the top of the first page, close to your name and service address. Labels such as Account or Account Number are common on utility bills. If you see more than one long number, read the little label beside each one.

- 1 Pick up your most recent bill.
- 2 Look near your name and address for a label that says account.
- 3 Read the number slowly, one group at a time.
- 4 Write it on a sticky note and keep the note with the bill.
- 5 If you cannot tell which number is right, call 330-678-8104.

Do not guess. Typing a wrong account number could point your payment at the wrong place, or the page may simply tell you it cannot find the account.

If you have an old bill from a previous month, you can check the number against it. The account number normally stays the same from bill to bill, which is a handy way to confirm you have read it correctly.

WATCH OUT

Never photograph your bill and send the picture to someone who contacted you first. Only share account details with the city itself.

5. Getting to the Real City of Kent Website

Type the address yourself.

The city's official website is kentohio.gov. The best habit you can build is typing that address yourself into the bar at the top of your browser, instead of clicking a link in an email, a text, or an ad.

Scammers know that people pay bills online, so they build look-alike pages. Those pages often have addresses that are close to the real one but not quite right, such as extra words or a different ending. If the address is not kentohio.gov, do not enter any payment details.

- 1 Open your web browser on your computer, tablet, or phone.
- 2 Click in the long box at the very top, the address bar.
- 3 Type kentohio.gov carefully and press Enter.
- 4 Look for the City of Kent name and logo at the top of the page.
- 5 Find the Living Here menu, then choose Utilities.

A quick test: say the address aloud as you type it. Kent, Ohio, dot gov. If a page ends differently, or has extra words tucked in the middle, close it and begin again from the address bar.

GOOD TO KNOW

Many Ohio cities use a dot gov ending. Kent uses kentohio.gov, which is the city's own domain. Compare the spelling letter by letter every time.

6. Finding the Payment Options Page

Living Here, then Utilities, then Payment Options.

Once you are on the City of Kent website, finding the right page takes only a few clicks. The site is organized under headings across the top, and the one you need is called Living Here.

Under Living Here you will see a list of city services. Choose Utilities. Inside the Utilities section there is a page called Payment Options. That page explains each way to pay and links to the online payment service.

- 1 From the home page, open the Living Here menu.
- 2 Choose Utilities from the list.
- 3 Look for Payment Options in the Utilities section.
- 4 Read the whole page once before you click anything.

5 Follow the online payment link from that page.

If you prefer, you can type the whole page address, kentohio.gov/living-here/utilities/payment-options, into your browser. Either route gets you to the same spot.

The menus can look a little different on a phone, where they fold behind a small icon. The path is identical, though: Living Here, Utilities, then Payment Options. Tap slowly and read each heading.

TIP

Add the Payment Options page to your browser's bookmarks. Next time, you will be one click away, and you will know the link is the real one.

7. How Online Payment Works

The city's online bill service.

When you pay online, the City of Kent sends you from its own website to an online bill-payment service called Invoice Cloud. The city's Payment Options page describes it as the way to view and pay your utility bills online.

You may notice that the address in your browser changes when you click through. That is normal, because Invoice Cloud runs the payment screens. The important point is that you got there by clicking the link on kentohio.gov, not from an email or text.

- You begin on kentohio.gov, not on a search result.
- The city's page links you to Invoice Cloud.
- There you can view your bill and make a payment.
- You can use a card or a bank account.
- Some digital wallet options are listed as well.

Think of it like walking from the city's front desk to a payment window next door. Same building, different counter.

If you ever feel unsure, you can stop on the city's page and call the Utility Billing office. They can tell you whether the online service is working normally before you enter any details.

WATCH OUT

If a search for Kent water bill shows a different company's pay page near the top, do not use it. Third-party bill-pay sites are not run by the city and may add their own fees.

8. Paying by Card or Bank Account

Two main choices online.

The city's Payment Options page lists two main ways to pay online: a card or a bank account. Both work through the online payment service. Choose whichever you are most comfortable with.

A card payment uses the number on the front of your debit or credit card, along with the expiration date and the short security code. A bank account payment uses the routing number and account number printed along the bottom of your checks.

- Card: card number, expiration date, security code, billing ZIP code.
- Bank account: routing number and account number from a check.
- Both: your utility account number from the bill.
- Both: an email address if you want a receipt.

The city says a convenience fee applies to online payments. It is a small charge, and the amount can differ between a card and a bank account. I will explain this in the next chapter.

Debit cards and credit cards both work the way you would expect. Some people prefer the bank account route because it usually costs less, as the city's page indicates. Others like a card for the extra record on a monthly statement.

TIP

If you pay with a bank account, take a moment to compare the routing and account numbers against a check. They are easy to swap by mistake.

9. About the Convenience Fee

A small extra charge for paying online.

Paying online through the city's payment service comes with a convenience fee. The Payment Options page describes it as a fee-based service. The fee is small, and it is charged by the payment service for handling your online transaction, not as extra for your water.

The page lists one amount for card payments and a lower amount for bank account payments. Always read the fee shown on the screen before you confirm.

The payment screen should show the fee before you finish. If you do not see it, stop and read again. You are allowed to back out at that point and choose another way to pay.

- Paying online has a small convenience fee.
- Paying by bank account is described as costing less than paying by card.
- Paying by mail or in person is another way to avoid the online fee.
- Read the total on the review screen before you confirm.

Think of it as a handling charge, a bit like a small fee for using a different bank's machine. You can avoid it altogether by paying with a check by mail or at the Utility Billing office.

GOOD TO KNOW

The fee is not a sign of a scam. It is posted on the city's own page. What would be suspicious is a fee that the city's page does not mention.

10. Other Online Payment Methods

PayPal, Apple Pay, Google Pay, and Venmo.

Besides a plain card or bank account, the city's Payment Options page lists some digital wallet choices. These include PayPal, PayPal Credit, Apple Pay, Google Pay, and Venmo. They are optional, and many people never use them.

A digital wallet stores your card details with a company, so you tap a button instead of typing a long number. They are handy if you already use one, such as Apple Pay on an iPhone. If you have never used one, there is no need to start just for this bill.

- Only use a wallet you already have set up and trust.
- You may be asked to sign in or confirm with your fingerprint or face.
- The same account number from your bill is still needed.
- Not every wallet appears on every device.

What you see depends on your phone or computer, so your screen may show fewer choices than another person's. That is normal.

The city's page is the place to confirm which of these are accepted. Offers can change, so trust what that page and the payment screen tell you rather than a friend's memory or an old article.

TIP

If a wallet option feels confusing, skip it and use your card or bank account. Plain and familiar is perfectly fine.

11. Step by Step: Your First Online Payment

Slow, careful, and in order.

Here is the whole payment from start to finish. The exact wording on the screens may differ a little from what I describe, because the payment service can update its pages. Look for the general idea in each step rather than exact words.

- 1 Type kentohio.gov into your browser and press Enter.
- 2 Open Living Here, then Utilities, then Payment Options.
- 3 Follow the link for paying your bill online.
- 4 Enter your account details exactly as shown on your bill.
- 5 Check the amount due on the screen against your paper bill.
- 6 Choose how you will pay: card, bank account, or a wallet.
- 7 Read the fee shown, then enter your payment details.
- 8 Review everything, then confirm the payment.
- 9 Save or print the confirmation that appears.

Take a break between steps if you like. Nothing is paid until you press the final confirm button.

If any screen asks for something this list does not mention, pause and read it carefully. Extra optional boxes are common. A request for a password to your bank or a Social Security number, however, is a red flag.

WATCH OUT

Do not press the back button or refresh the page while a payment is being processed. Wait for the confirmation screen before you close anything.

12. Checking the Amount Before You Pay

A thirty-second habit that prevents trouble.

Before you confirm any payment, compare the amount on the screen with your paper bill. The numbers should match. If you do not see the same amount, do not guess your way forward.

Sometimes the online screen shows a slightly different total because you already paid part of the bill or a recent payment has not shown up yet. Sometimes it means you typed the wrong account number and landed on another account. Either way, a quick comparison

saves you from an unpleasant surprise.

- Look at the amount due on your paper bill.
- Look at the amount due on the payment screen.
- Check the due date on the bill.
- Check that your service address appears correctly.
- If anything seems off, stop and call 330-678-8104.

Calling the Utility Billing office is not a bother to them. Answering questions about balances is a normal part of their day.

Also compare the due date. Paying early is fine, and paying on time keeps things simple. Write the due date on your calendar so the bill never sneaks up on you.

TIP

If you are paying less than the full amount on purpose, make sure the screen allows it. When in doubt, call first.

13. Saving Your Confirmation

Proof that you paid.

When a payment goes through, the screen shows a confirmation, usually with a number. That number is your proof of payment. Please do not skip this step, even if everything felt smooth.

A confirmation email may also arrive, if you gave an email address. Emails can get buried or deleted, though, so I recommend keeping a copy that you control. A written note takes only a few seconds.

- 1 Leave the confirmation page open until you have recorded it.
- 2 Write the confirmation number and the date in a notebook.
- 3 Use your browser's Print option to print the page, if you have a printer.
- 4 Or choose Save as PDF in the print window to keep a digital copy.
- 5 Check your email inbox, and your spam folder, for a receipt.

Keep these records with your paid bills. A small folder works well.

If you ever question a charge on your bank statement, this record answers the question in seconds. People who keep one rarely have a dispute, and those who do solve it quickly.

GOOD TO KNOW

If your next bill still shows an old balance, your confirmation number is exactly what the Utility Billing office will ask for.

14. Setting Up an Online Account

View your bills in one place.

The online payment service lets you set up an account, so you can see your bills and payment history without typing everything each time. The city's page describes the service as a place to view and pay bills. Whether you want an account is your choice.

An account usually means choosing a sign-in name or using your email, picking a password, and linking your utility account number. The exact screens belong to the payment service, so I will describe the general idea rather than every button.

- Look for a sign-up, register, or create account option.
- Use an email address you check often.
- Choose a password you can remember, and write it down at home.
- Link your account using the number on your bill.
- Confirm your email if the service asks you to.

If you only pay now and then, you can skip the account. Many people simply pay as a guest each time.

Because an online account holds payment history, treat it like any other sign-in. Sign out when you finish, especially on a shared or public device, and never share your sign-in with a caller.

WATCH OUT

Use a password you do not use anywhere else. A long phrase with a number is easier to remember than a jumble of symbols.

15. Choosing a Good Password

Long and memorable beats short and clever.

If you create an account, the password protects your utility information and the payment details attached to it. A strong password does not have to be complicated. It just has to be long and unique to this account.

A short phrase that means something to you, with a capital letter and a number added, works well. Avoid your name, your birthday, your street, or the word password. Those are the first things a stranger would try.

- Make it long, like a short sentence.
- Add a capital letter and a number.
- Do not reuse the password from your email or bank.
- Keep a written copy in a safe spot at home, not in your wallet.
- Never read it aloud to someone who calls you.

Writing a password in a notebook kept at home is a perfectly reasonable habit. The bigger risk is using one password everywhere.

A password manager on your phone can remember everything for you, but a notebook works just as well. Choose the tool you will actually use, and keep it somewhere you trust.

WATCH OUT

The City of Kent will never phone you and ask for your password. Anyone who does is not who they say they are.

16. If You Forget Your Password

A reset is quick and ordinary.

Forgetting a password happens to everyone. If you set up an online account for paying your bill and cannot sign in, look for a link near the sign-in box that offers to reset it.

Wording such as Forgot password is common.

The service will typically send a message to the email address you used when you registered. That message lets you choose a new password. This is why using an email you can really open matters so much.

- 1 On the sign-in page, choose the link for a forgotten password.
- 2 Type the email address you used to register.
- 3 Open your email and find the message from the service.
- 4 Follow the link in that message to choose a new password.
- 5 Sign in again with the new password, and write it down.

If no message shows up after a few minutes, check your spam or junk folder before trying again.

Resetting is a normal part of owning any account. Take a breath, follow the prompts, and remember that the link in the reset message usually expires after a short time, so use it

soon after it arrives.

WATCH OUT

You do not need an account to pay your bill. If resetting feels like too much, you can often pay without signing in, or pay by phone or mail instead.

17. Paying by Phone

An automated line, day or night.

If you would rather not use a computer, the city offers an automated phone line for payments. The Payment Options page lists it as (844) 762-0427. It also lets you check your balance, and the page describes it as available around the clock.

An automated line means you talk to a recorded system and press buttons or speak numbers. You will need your account number and your payment details nearby. Take your time, and listen to each prompt fully before answering.

- Call (844) 762-0427, the number on the city's page.
- Have your bill and account number in front of you.
- Have your card or bank account details ready.
- Write down the confirmation the system gives you.

Because the system is automated, you will not be speaking with a staff member. For a person, call the Utility Billing office at 330-678-8104 during office hours.

Before you dial, put the phone on speaker if that helps, so both hands are free for the bill and a pen. A quiet room also helps the system hear your numbers correctly.

WATCH OUT

Only call a payment number you found on kentohio.gov or on your own bill. Never call a number from a text or email that says your service will be shut off.

18. Paying by Mail

The traditional way still works.

Paying by check through the mail avoids the online convenience fee and requires no computer. It remains a fine choice. The Utility Billing office is at 319 S. Water St., Kent, Ohio 44240.

Look at your bill for the exact mailing instructions. Bills often include a remittance slip or a return envelope, but I cannot say what yours has. Follow the directions printed on your own statement, and if you are unsure, call 330-678-8104.

- 1 Write your check for the amount on the bill.
- 2 Put your account number on the memo line.
- 3 Include the payment slip from your bill if there is one.
- 4 Address the envelope as the bill instructs.
- 5 Mail it a few days before the due date.

Keep your stub or a photocopy of the check for your records. When your bank statement shows the check cleared, you have a second proof of payment alongside your own notes.

GOOD TO KNOW

Mail takes time. Leaving a few extra days before the due date is wise, especially around holidays.

Words on the screen may differ from what I say here. When that happens, read slowly and choose the option that sounds closest to what you want.

19. Paying in Person

Visit Utility Billing at City Hall.

If you like handing your payment to a real person, you can visit the Utility Billing office. The city lists it at 319 S. Water St. in Kent. The city's Payment Options page is where to confirm which in-person methods are accepted.

The Utility Billing office phone number is 330-678-8104. When I checked the city's information, office hours were listed as Monday through Friday, 7:15 a.m. to 4:45 p.m. Hours can change, so a quick phone call before you drive over is a good idea.

- Bring your bill with the account number.
- Bring a check or ask the office which payment types they take.
- Ask for a receipt and keep it.
- Call ahead to confirm hours and payment types.

An in-person visit is also a good time to ask any question about your account. Staff can look at your records while you wait.

Ask about parking and entrances when you call. City buildings sometimes have a side door or a specific lot that makes the visit easier, especially if walking is a challenge.

TIP

Going in person is a friendly option for anyone who feels uneasy about online payments. There is no wrong way to pay your bill.

20. Automatic Payments From Your Bank

Set it once and stop worrying.

The City of Kent offers automatic bank drafts for utility bills. That means your payment is taken from your checking or savings account each billing period without you doing anything. For many seniors, this removes the worry of a missed due date.

According to the city's Payment Options page, you sign up using an automatic draft authorization form. The form is on the city's website. You send it in along with a voided check, so the city has your bank's numbers.

- Find the automatic draft form on kentohio.gov.
- Fill it out carefully and sign where it asks.
- Attach a voided check from the account to use.
- Mail it to Utility Billing, 319 S. Water St., Kent, Ohio 44240.
- Or email it to Utility.Billing@KentOhio.gov.

Ask the Utility Billing office how long it takes before the first automatic payment begins.

Even with automatic payments, glance at each bill when it arrives. Confirm the amount looks reasonable, and keep an eye on your bank balance so the draft never surprises you.

WATCH OUT

Only send your voided check to the address and email listed on kentohio.gov. A voided check shows your bank account numbers, so guard it carefully.

21. What Is a Voided Check

Explained plainly.

The automatic draft form asks for a voided check, and that phrase sounds scarier than it is. A voided check is simply a check from your checkbook that you have marked so that it can never be cashed. It shows your bank's routing number and your account number without any money moving.

To make one, take a check from your checkbook and write the word VOID in large letters across the front, in pen. Do not sign it. Then you can copy it, scan it, or send the paper itself, depending on how the city's form says to submit it.

- 1 Take one unused check from your checkbook.
- 2 Write VOID across the front in large letters.
- 3 Do not fill in an amount, and do not sign it.
- 4 Attach it to your completed form, or follow the form's instructions.
- 5 Keep a note of the date you sent it.

Once the check is voided, it is safe from being cashed, but it still shows your account numbers. Treat it like a sensitive document: do not leave it on a desk or hand it to anyone you do not know.

WATCH OUT

If you do not have checks, your bank can often give you a document that shows your account and routing numbers. Ask your bank, and ask the city if it will accept that.

22. Paperless Bills

Getting your statement by email.

Some people prefer to receive their utility bill electronically instead of on paper. Ask the Utility Billing office or look at the Payment Options page to see what electronic billing choices are offered. I do not want to promise a particular setting that you may not see.

The advantage of an email bill is that it cannot get lost in the mail, and it is easy to keep. The disadvantage is that you must remember to look for it. If you choose paperless, be sure the email address on file is one you really check.

- Paperless bills save paper and arrive faster.
- You must check your email, including spam.
- Keep the email address on file up to date.
- Print a copy if you like paper records.

Many seniors keep paper statements for the records and still pay online. That mix is perfectly fine.

If you choose paperless, tell a family member or write it on your calendar, so someone knows to expect it. That small step keeps a bill from slipping past if you are away or unwell.

WATCH OUT

If a paperless bill ever fails to arrive, call 330-678-8104. Do not wait for a late notice to find out.

23. Budget and Payment Help

Asking about your options.

Water and sewer bills can be hard to manage on a fixed income. I cannot tell you what special payment plans the city has, because I did not find a program described on the pages I checked. The right move is to ask the people who run the program.

Call the Utility Billing office at 330-678-8104 and ask in plain words: What options do I have if I am having trouble paying? The staff can explain any arrangements that exist, and it is far better to ask before a bill is overdue.

- Call before the due date, not after.
- Ask whether any payment arrangements are available.
- Ask whether budget billing is offered.
- Write down the name of the person you spoke with.
- Ask for any agreement in writing.

Many utilities, in general, offer ways to spread out or plan payments, but I will not promise one for Kent. Ask directly, and then rely on what the office tells you.

GOOD TO KNOW

Asking for help does not mean you are in trouble. City staff speak with neighbors about this regularly.

If the page ever seems frozen, wait a few seconds before tapping again. Tapping repeatedly can send the same request more than once, which is exactly what you want to avoid with a payment.

24. Making the Text Bigger

Zoom to a size your eyes like.

If the payment pages look small, you do not have to squint. Every browser can enlarge a page, and nothing breaks when you do. Make the page as big as you need to read each number clearly.

This matters for payments in particular. A misread digit in an account number or an amount is easy when the print is tiny. A few seconds of zooming is cheap protection.

- On a computer, hold Ctrl (or Command on a Mac) and press the plus key.
- Press Ctrl and zero to go back to normal size.
- On a phone or tablet, spread two fingers apart on the screen.
- Your device's accessibility settings can enlarge text everywhere.

Some bills are printed in small type, too. A handheld magnifier next to the computer is a simple and inexpensive helper.

Larger text may make you scroll more, and that is fine. Take it slowly, and use the arrow keys or your finger to move down the page to find the Pay button.

TIP

Turn on the option to show your password as you type it. Seeing the letters helps you catch typing mistakes.

25. Using a Phone or Tablet

The same steps on a small screen.

You can pay your Kent utility bill from a smartphone or tablet. The steps are the same as on a computer. The buttons may sit in different places, and menus often fold into a small icon of three lines in a corner.

Type kentohio.gov into the browser's address bar, not into a search box, then follow Living Here, Utilities, and Payment Options. Turn the phone sideways if the text looks too small, and spread your fingers to zoom in.

- Use the browser that came with your phone, such as Safari or Chrome.
- Tap the three-line menu icon if you cannot see the menu.
- Turn the phone sideways for a wider view.
- Tap the eye icon to show a password while you type.

Mobile wallets like Apple Pay or Google Pay are most useful here, since your phone already knows your card. If you prefer typing the card by hand, that works too.

A larger tablet is often the sweet spot for seniors: bigger than a phone, simpler than a computer. If you own one, try the payment there first.

WATCH OUT

Be careful with links in text messages. A real City of Kent bill never needs you to tap a link from an unexpected text. Start at kentohio.gov yourself.

26. Using a Library Computer

No computer at home is fine.

If you do not have a computer or internet at home, a public library is a good place to take care of your bill. Kent has a library, which the city's website links under Culture and Community. Staff are used to helping with questions.

A public computer is safe for this task as long as you take a few extra precautions. Bring your bill and your payment details, and plan to finish and sign out before you leave.

- Sign out of any account when you finish.
- Say No if the computer offers to save a password.
- Close the browser window before you walk away.
- Take your printout and your bill with you.
- Do not leave card details on a sticky note.

Libraries often have quiet corners. Ask for one if you would like privacy while typing payment details, and keep your purse or bag with you the whole time.

GOOD TO KNOW

Ask the librarian if they can print your confirmation page. Many libraries print a few pages for a small charge or for free.

Public computers sometimes block pop-up windows. If the payment screen does not appear, ask the librarian to help you allow it, rather than hunting through settings yourself.

27. Helping a Family Member Pay

Doing it together, not for them.

Many adult children help a parent with the utility bill. That is a kind thing to do, and it works best when the parent stays in control. It is their account, their money, and their decision.

Sit together at their computer or phone, and let your parent read out the account number while you watch. If you need to type, show them each screen so they know what happened. This keeps them informed if a problem comes up later.

- Go to kentohio.gov together and type the address yourselves.
- Let your parent keep their own password.
- Write the confirmation number in a shared notebook.
- Consider setting up automatic payments together.
- Call 330-678-8104 together if a question arises.

If you take over paying the bill long-term, ask the Utility Billing office how they prefer to handle that.

Patience is the most useful tool you bring. Let long pauses happen. The goal is a parent who feels capable, not just a bill that gets paid.

GOOD TO KNOW

You do not need to share a banking password to help. If someone insists on it, stop and call the city.

28. Scams That Pretend to Be the City

They all rely on fear and hurry.

Because everyone has a water bill, utility scams are common. The tricks change, but the pattern is the same: someone creates a sense of emergency so that you act before you think. Knowing the pattern makes the scams easy to spot.

- A call saying your water will be shut off in an hour unless you pay now.
- A text with a link to pay a past-due balance.
- A demand to pay with gift cards or a prepaid card.
- A request to pay through a cash app or wire transfer.
- An email with a bill you were not expecting.

A real utility does not demand gift cards. A real city does not ask for your password or for a code that was texted to your phone. If you feel pressure, that is your cue to hang up and check on your own.

When a call or message frightens you, give yourself ten minutes. Then look up the Utility Billing number on kentohio.gov and call it. Real shutoff issues can be confirmed with that office.

WATCH OUT

Never read a one-time code aloud to a caller. That code opens your account. If you did, change your password right away and call me at (330) 200-8042.

29. Safe Habits for Every Payment

A short routine to follow.

A few simple habits protect you every time you pay. You do not need to remember a long list. Make these your routine and they become second nature, like locking the door at night.

- 1 Type kentohio.gov yourself, every time.
- 2 Reach the payment link from the city's Payment Options page.
- 3 Check that the amount matches your bill.
- 4 Read the fee before you confirm.
- 5 Save your confirmation number.
- 6 Close the page and sign out when you finish.

If something feels off at any step, stop. Close the page. You can start again later, or call the Utility Billing office at 330-678-8104. Nothing is lost by pausing.

You can even tape a short version of this list beside the computer. After a few payments you will do it without thinking, and the habit protects every other website you visit as well.

TIP

Look for the little padlock beside the web address. It means the connection is private, though it does not prove the site is the right one. The address spelling still matters most.

You can also look at the payment history shown on your bill or online account. Seeing the same amount appear twice there is a helpful clue to bring to the phone call.

30. If a Payment Does Not Go Through

Stay calm and check these things.

Occasionally a payment fails. That does not mean something terrible has happened. The cause is usually a small typing error or a bank holding a transaction for review.

- Check the card number and expiration date for typos.
- Check that the billing ZIP code matches your card.
- Check the routing and account numbers for a bank payment.
- Make sure your card has enough available balance.
- Try again once, carefully, rather than many times.

Before trying a second time, look at your bank or card account to see whether the first payment is pending. Paying twice by accident is the bigger worry, and it is easy to avoid by

checking first.

If it still will not work, pay another way, such as by phone or in person, and note the date you tried.

Be careful with websites that offer to fix payment problems for you. Only the City of Kent, through its own website and phone numbers, can sort out a failed payment on your account.

GOOD TO KNOW

Keep a record of every attempt, including any error message. The Utility Billing office at 330-678-8104 can use that detail to help you.

31. If You Paid Twice or Paid Wrong

It can be sorted out.

Paying the same bill twice, or paying the wrong amount, is a common worry. It is usually fixable, but it needs a human at the city to look at your account. Do not try to fix it by paying again.

Gather your confirmation numbers and the dates of both payments. Then call the Utility Billing office at 330-678-8104 and explain calmly what happened. A duplicate payment is often applied to your next bill, but ask the office how they handle it.

- 1 Find both confirmation numbers.
- 2 Check your bank or card statement for both charges.
- 3 Call Utility Billing at 330-678-8104.
- 4 Explain exactly which payments you made and when.
- 5 Ask what will happen to the extra amount, and write down the answer.

Do not worry that you will be scolded. Mistakes with bill payments are common, and Utility Billing staff handle them as routine work.

WATCH OUT

Never ask a stranger who contacts you to refund the difference. Real refunds go through the city's own office, never through a gift card or a cash app.

Store the folder near where you open the mail, so each new statement goes straight in. A tidy habit like that saves you from searching at the last minute.

32. A Few Plain Questions and Answers

What neighbors ask me most.

Q: Is paying online safe? A: It can be, if you start at kentohio.gov, type the address yourself, and follow the link from the city's Payment Options page.

Q: Does it cost extra to pay online? A: Yes, the city says there is a convenience fee for online payments. Paying by mail or in person avoids that fee.

Q: Can I pay by phone? A: Yes. The city lists an automated line at (844) 762-0427, which also checks balances.

Q: Who do I call with questions about my bill? A: The Utility Billing office at 330-678-8104.

Q: Can I set up automatic payments? A: Yes. The city has a form and asks for a voided check.

Q: What if the screen looks different from your description? A: Screens change. Follow the general idea, and call me if you feel stuck.

GOOD TO KNOW

If your question is not here, that is a good reason to call me or the Utility Billing office. Nobody minds a question about a bill.

Moving is stressful, and bills are easy to forget in the shuffle. A note on the fridge reminding you to call the city makes the task feel smaller.

33. Keeping a Simple Bill Folder

A little organization goes a long way.

One plain folder makes paying bills calmer. It does not need to be fancy. A labeled envelope on a shelf is plenty. The folder is where your paid bills and your confirmation numbers live, so you never have to hunt for them.

- Each paid bill, with the date written on it.
- Confirmation numbers from online or phone payments.
- Your account number on one sheet of paper.
- A copy of the automatic draft form, if you used one.
- The Utility Billing phone number, 330-678-8104.

Keep passwords somewhere separate, like a notebook at home. The folder is for harmless details that help you pick up where you left off.

Once a year, glance through the folder and recycle anything you no longer need. Shred papers that show account numbers.

If you share a household, make sure at least one other trusted person knows where the folder is. That is a gift to your family if you are ever away or unwell.

TIP

A calendar note a few days before each due date is a gentle reminder, even if you pay automatically.

If you are a renter, mention your landlord when you call. They may also need to know the account is changing hands, depending on how your lease is written.

CHEAT SHEET

Everyday Cheat Sheet

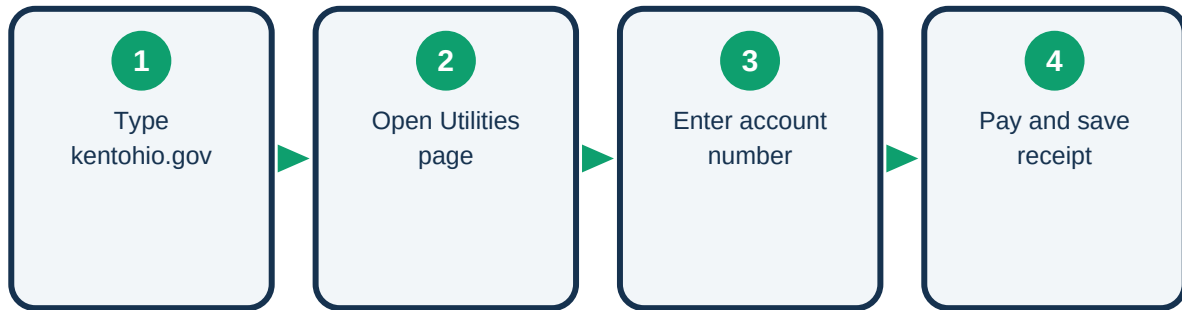
Keep this by the computer. I want to... Find the real site: type kentohio.gov yourself. Pay online: Living Here, Utilities, Payment Options, then follow the online payment link. Pay by phone or check my balance: call (844) 762-0427. Ask about my bill: call Utility Billing at 330-678-8104. Pay in person or by mail: Utility Billing, 319 S. Water St., Kent, Ohio 44240. Set up automatic payments: use the draft form with a voided check. Save my proof: write down the confirmation number. Get help: call Bill at (330) 200-8042.

AT A GLANCE

A Picture to Follow Along

Paying Your Kent Bill Online

From your bill to a saved receipt.



Always start at the city's own address.

Illustration - details vary by device, plan, and provider. Always check your own setup.

AT A GLANCE

A Second Look

Ways to Pay Kent Utilities

Pick the one that suits you.

Online	Phone	In Person	Autopay
Card or bank Small fee Save receipt	Automated line Balance checks Any hour	Utility Billing 319 S. Water St. Mail a check	Draft form Voided check Mail or email

Details are on the city's [Payment Options page](#).

Illustration - details vary by device, plan, and provider. Always check your own setup.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.