



Utility Bill Payment Options Update

The City of Manistee has upgraded its payment options to make it easier for residents to pay their utility bills via phone and online.

The City has activated a pay by phone option known as IVR, or Integrated Voice Response. This allows payment to be made via your phone using a credit card. To access the service, call (844) 368-3142. You will need your account number. A convenience fee will apply.

To make both the phone and online process easier, the City has assigned a new five-digit account number to use. This number can be found on your most recent utility bill which is being mailed Thursday, April 23. You will no longer use the Location ID number. Please see the example below.

As a general reminder, even though City facilities are closed to the public, payments can still be made by mail, at our drop box, by phone (IVR) or online at www.manisteemi.gov/payments

PIN Number Required for Online Payments

New Account Number

Several Payment Options

City of Manistee
70 MAPLE ST.
MANISTEE, MI 49660

PROPERTY ADDRESS: [REDACTED] FIRST CLASS MAIL U.S. POSTAGE PWD MANISTEE, MI PERMIT NO. 109

ACCOUNT 12345

FROM 03/14/20 TO 04/17/20

Location ID [REDACTED]

CODE	CURR READ	PREV READ	USAGE	AMOUNT
WA	2020A	2016A	4	[REDACTED]
SW	2020A	2016A	4	[REDACTED]
RE				
WR				
SR				

UTILITY BILL

RETURN THIS PORTION WITH PAYMENT

CUSTOMER NAME & ADDRESS [REDACTED]

CC1 RW [REDACTED]

ACCOUNT NO. Location ID 12345 [REDACTED]

BILLING DATE 04/17/20

AMOUNT DUE [REDACTED]

AFTER 05/11/2020 PAY THIS LATE AMT

PAY BY MAIL, DROP BOX, PHONE 844-368-3142 (ACCT #) OR ONLINE.