

Josephine Utility Customers

Important Notice About Online Utility Payments Effective June 15, 2026

The City of Josephine has been notified that our payment provider will re-implement additional fraud-prevention security measures for online payments.

To ensure your payments process successfully, customers will need to update any saved debit or credit cards in the payment portal.

What you need to do IF you pay by CARD for your utility bill:

1. Log into the online payment portal
2. Delete your saved card
3. Re-enter the card using the EXACT billing address and ZIP code listed with your card issuing financial institution

Payments may decline if the address does not match your bank records. This includes:

- Abbreviations (St. vs Street)
- Capitalization for State abbreviation (TX)
- Old addresses
- Only entering a ZIP code
- P.O. Box vs physical address differences

This security feature helps prevent fraudulent transactions and unauthorized use of cards.

Important:

Multiple payment attempts can cause temporary pending holds at your bank account. These are not additional charges and typically disappear within 3–5 business days depending on your bank.

Thank you for your cooperation in helping protect your account.

