



CITY OF AMORY

Water and Light



Office - 129 Main Street North • P.O. Box 266
Amory, Mississippi 38821
Office: (662) 256-5633 • Fax: (662) 256-6335

WE ARE NOW OFFERING ONLINE AND PHONE PAYMENT OPTIONS.

ONLINE PAYMENTS:

<https://amoryelectricandwater.utilitynexus.com>

1. CUSTOMER MUST LOGIN TO THE ABOVE WEBSITE TO PAY BILL ONLINE.
2. CUSTOMER MUST HAVE HIS OR HER BILL OR KNOW THE **COMPLETE ACCOUNT NUMBER INCLUDING DASH**. EXAMPLE 123456-123456
3. IF SERVICES ARE DISCONNECTED, CUSTOMER MUST ADD A \$50.00 RECONNECT FEE TO THE AMOUNT OF BILL TOTAL.
SERVICES WILL NOT BE RECONNECTED IF PAST DUE BALANCE & RECONNECT FEE ARE NOT PAID IN FULL.
4. PAYMENTS BY PHONE MADE USING A CREDIT OR DEBIT CARD WILL INCUR A 2.25% SERVICE FEE PER STATE LAW. ECHECKS WILL INCUR A \$1.95 SERVICE FEE. IF CUSTOMER HAS TO LOG BACK IN ONLINE TO PAY \$50.00 RECONNECT FEE, HE OR SHE WILL BE CHARGED ANOTHER FEE OF 2.25% FOR CREDIT/DEBIT OR \$1.95 FOR ECHECK.
5. AFTER COMPLETION OF ONLINE PAYMENT, **THE CUSTOMER MUST CALL TO BE RECONNECTED.**
DURING REGULAR BUSINESS HOURS MONDAY – FRIDAY 8 AM TO 5 PM
DIAL 662-256-5633.
IF AFTER HOURS, PLEASE DIAL 662-256-3931 OR 662-646-0024.
6. CUSTOMER MUST BE INSIDE RESIDENCE TO BE RECONNECTED.

PHONE PAYMENTS:

1-866-550-5608

1. CUSTOMER MUST CALL THE ABOVE NUMBER TO PAY BILL OVER THE PHONE.
2. CUSTOMER MUST HAVE HIS OR HER BILL OR KNOW THE **COMPLETE ACCOUNT NUMBER**. EXAMPLE 123456123456
3. IF SERVICES ARE DISCONNECTED, CUSTOMER MUST ADD A \$50.00 RECONNECT FEE TO AMOUNT OF BILL.
SERVICES WILL NOT BE RECONNECTED IF \$50.00 FEE IS NOT PAID.
4. PAYMENTS BY PHONE MADE USING A CREDIT OR DEBIT CARD WILL INCUR A 2.25% SERVICE FEE PER STATE LAW. ECHECKS WILL INCUR A \$1.95 SERVICE FEE. IF CUSTOMER HAS TO LOG BACK IN ONLINE TO PAY \$50.00 RECONNECT FEE, HE OR SHE WILL BE CHARGED ANOTHER FEE OF 2.25% FOR CREDIT/DEBIT OR \$1.95 FOR ECHECK.
6. AFTER ENTERING THE DEBIT OR CREDIT CARD INFORMATION, THE CUSTOMER WILL BE OFFERED TWO OPTIONS.
OPTION 1 - PAY BALANCE IN FULL.
OPTION 2 - ENTER THE AMOUNT YOU WISH TO PAY.
THE CUSTOMER WILL NOT BE RECONNECTED IF THE PAST DUE BALANCE AND RECONNECT FEE ARE NOT PAID IN FULL.
5. AFTER COMPLETION OF ONLINE PAYMENT, **THE CUSTOMER MUST CALL TO BE RECONNECTED.**
DURING REGULAR BUSINESS HOURS MONDAY – FRIDAY 8 AM TO 5 PM
DIAL 662-256-5633.
IF AFTER HOURS, PLEASE DIAL 662-256-3931 OR 662-646-0024.
6. CUSTOMER MUST BE INSIDE RESIDENCE TO BE RECONNECTED.