

What is Paymentus?

Paymentus is KPU's new partner for Telecom bill payment. They are a national company that partners with utilities to provide convenient electronic interactions with customers. This includes e-billing, automated pay-by-phone, email messaging, and various options for web payments.

Ketchikan Public Utilities partnered with Paymentus to offer an enhanced website for online account access and payments, which includes the following additional features that customers may elect to receive:

1. **eBill** - Email notification when a bill has been issued. The notification will include the total amount due and the due date in the notification.
2. **AutoPay** - Set up and manage automatic payments on the bill due date using a credit card, debit card, or eCheck/ACH (bank draft).
3. **Payment Reminder** - Email reminder a couple of days before the due date, on the due date, or a couple of days after the due date. (Note: Customers must sign up to receive a payment reminder. It is not sent if the customer does not select the option to receive a payment reminder.)
4. **Wallet** - Save payment methods (credit card, debit card, or eCheck/ACH (bank draft)).
5. **Interactive Voice Response** - The ability to save payment methods when paying using Interactive Voice Response (IVR).

What payment methods does Paymentus accept?

Credit Cards: Visa, MasterCard, Discover or American Express

Debit cards: Visa, MasterCard or Discover

ACH(Bank Draft) or Electronic Check, Gpay, Apple Pay, Paypal or Venmo

What is changing?

You will no longer go to the telecommunications bill pay portal to pay your bill KPU is introducing a new payment system on the City of Ketchikan website that will allow customers to make payments using multiple payment methods. You will need to bookmark the new Paymentus link.

How do I create a Customer Portal account?

To create an account in the Customer Portal, you will need to choose an email you wish to associate with the account and create a password for the website. It does not have to be your KPU email. If you already have a payment account set with KPU Telecom your email is already registered. **Step-By-Step Guide:**

1. Visit the [Customer Payment Portal](#).
2. Click on the "**Register Now**" link.
3. Fill in all the required information on the screen and click the "**Enroll**" button.

What information do I need to set up my online profile with Paymentus?

You will need your service account number from your main billing phone number. This is on your telecommunications bill. Find the page that says Statement Detail as shown below. Enter the number without all the zeros. In the example below I would enter 11111

| | | |
|------------------------------------|--|------------------------|
| Main Bill Number: 123-123-1234 | | Bill Date: 08/01/23 |
| STATEMENT DETAIL | | |
| Telephone Number: 123-123-1234 | | |
| Service Account Number: 0000011111 | | |
| PHONE CHARGES | | |
| Recurring Credit Card Pmt | | \$0.00 |
| Extended Runtime Battery | | \$3.95 |
| Subtotal | | \$3.95 |
| TAXES AND SURCHARGES | | |
| Borough Sales Tax | | \$0.10 |
| Subtotal | | \$0.10 |
| Total | | \$4.05 |

What if I already have recurring credit card or automatic bank draft set up?

Your payments will continue to automatically happen on the 15th or the 20th. You will need to make a Paymentus account in the customer portal. You will receive an email with instructions on how to do that. If you need to change your scheduled payment date please call customer service.

Your email address is required for receipt confirmation of your payment. You can use your KPU email address or use one from one of the free services like [gmail](#).

Customer Portal:


The screenshot displays the Customer Portal interface. At the top left, there is a hamburger menu icon and the KPU logo. The main header area shows 'Customer Portal' and 'Pay My Bill'. A sidebar on the left contains navigation options: Accounts, Pay My Bill, AutoPay, Bill History, Payment History, My Wallet, and Log out. The main content area is titled 'Select an Account' and features a blue circular button with a white plus sign labeled 'Add new'. Below this is a blue 'Continue' button. At the bottom of the page, it states 'Powered by Paymentus' and lists links for Privacy Policy, Privacy Notice to California Residents, Website Conditions of Use, and Payment Authorization Terms.

From the Customer Portal you can add an account:

Add Account ✕


Account Information


Payment Type

 Regular Payment

Please enter your service account number as shown on your bill.

Service Account

E-Bill Notification For New Bills 

Receive email notification 

Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

Clicking on My Wallet allows you to add a payment method:

The screenshot shows a modal window titled "Add Payment Method" with a close button in the top right corner. At the top, there are four tabs: "E-Check", "Debit", "Credit" (which is selected and highlighted in blue), and "Digital Wallets". Below the tabs, there are four logos for payment networks: VISA, MasterCard, AMERICAN EXPRESS, and DISCOVER NETWORK. The form contains the following fields and options:

- Card Number:** A text input field labeled "Card number".
- CVV:** A text input field labeled "CVV" with a help icon.
- Expiration Date:** Two dropdown menus, the first labeled "MM" and the second labeled "YYYY".
- Card Holder Name:** A text input field labeled "Card holder name".
- [Read the Payment Authorization Terms in a new window](#)
- I authorize payment and agree to the Payment Authorization Terms
- Set as default payment method
- Buttons:** "Back" and "Add".

You can also schedule AutoPay, Check Bill History and Payment History.

Do I have to create an account?

No you can use the [Onetime Payment Portal](#)

You need to enter your Service Account Number


One Time Payment

Account Information

Please be aware that payments received after the 25th of each month will incur a 5% late fee. Delinquent payments may be received up until the 15th of the following month to avoid temporary disconnection of services.

Enter Account Information

Payment Type

 Regular Payment

Please enter your service account number as shown on your bill.

Service Account

[Continue](#)


Where is my Account Number ?

| Bill ID Number | | Bill Date |
|------------------------------------|--------|---------------|
| 10-20-124 | | 08/1/12 |
| STATEMENT DETAIL | | |
| Telephone Number: 313-323-3200 | | |
| Service Account Number: 9000021111 | | |
| Emergency Card Cost Fee | \$0.00 | |
| Extended Florida Entry | \$1.00 | |
| Subtotal | \$1.00 | |
| TAXES AND CHARGES | | |
| Florida Sales Tax | \$0.10 | |
| Subtotal | \$0.10 | |
| Total | | \$1.10 |

Simplify your life?

On the next page enter your name, billing zipcode and email then add your payment method

| | |
|------------------|---------------------|
| One Time Payment | Payment Information |
|------------------|---------------------|

 **Enter Payment Information**

All fields are required unless labeled as optional.

First Name Last Name

ZIP Code


Email Re-Enter email




Due Date Feb 25, 2016





Pay this Amount \$

Payment Date Now Later

Payment Method

 eCheck / Bank Account

   Debit Card

    Credit Card

How do I use the automated pay by phone option?

Make sure to have your service account number from your telecommunications bill and call 1-833-944-0038 Then follow the instructions. If you are paying by check vs credit card please make sure to authorize the payment when prompted at the end.

Will I still be able to speak with a customer service representative? Yes. Our business hours are from Monday through Friday 8:30 am to 5:00 pm Saturday 10:00 am to 4:00 pm.

Can I still mail in my payments?

Yes. You can mail payments to 2417 Tongass Ave suite 119D Ketchikan AK 99901 or 334 Front Street Ketchikan AK 99901.

Can I still pay my bill in person?

Yes. You can come to the Plaza Mall and pay your bills in person.