



## Making Payments to Cambridge Public Works: New Online Options, Changes to Credit Card Options, Convenience Fees

All policies and procedures effective as of July 23, 2012; updated July, 2013

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### Which of Public Works' services can I pay for online?

Large Item/ Appliance pick up can be scheduled and paid for online. The following permit applications can be submitted and paid for online: crane/ boom/ pump truck, excavation, sidewalk closure, and park.

### How can I pay for online transactions?

Credit cards (Visa, MasterCard and Discover), debit cards (Visa and MasterCard) and electronic check ("E-check"). Convenience fees will apply to all credit card, debit card and E-check payments whether in-person or online.

### Can I still pay for these transactions in person?

You can still make payments in-person during business hours at Public Works office at 147 Hampshire Street. We are open Monday 8:30 a.m. – 8:00 p.m., Tuesday through Thursday 8:30 a.m. – 5:00 p.m. and Friday 8:30 a.m. – 12:00 noon.

### How can I pay for in-person transactions?

Cash, check, credit cards (Visa, MasterCard and Discover) and debit cards (Visa & MasterCard). Convenience fees will apply to all credit card, debit card and E-check payments whether in-person or online.

### How much are the convenience fees?

- Credit cards (Visa, MasterCard and Discover) and debit cards (Visa & MasterCard): 2.5% of your purchase. *For example, for curbside pick-up of a dishwasher the fee will be 2.5% of the \$25 price, or \$0.63. For a senior citizen scheduling the pick-up of a refrigerator the convenience fee will be 2.5% of the \$20 price, or \$0.50.*
- Electronic check ("E-check"): \$2.00 flat fee per purchase.

### How can I avoid convenience fees?

There is no convenience fee for payments made by cash or check.

### Why does the City charge convenience fees for credit card and E-check payments?

Every time a customer pays by credit card or E-check, the City is charged a processing fee. The cost of these fees has been growing over the years with the increase in credit card use. The City administration decided in fiscal year 2012 to implement convenience fees to refrain from passing along these costs to taxpayers.

### What does the convenience fee cover?

The City does not receive any revenue from convenience fees. Convenience fees are assessed by our third party processor, Govolution, LLC, for the handling, bank processing, transaction fees and secure delivery of online payments.

### Are the City's fees comparable with those charged by other cities and towns?

All municipalities are paying approximately the same costs for convenience fees per transaction. Municipalities cannot legally absorb the cost for credit and debit card transactions for online payments for real estate and personal property taxes. The fees associated with other payments are comparable with those of other communities.

**If you have additional questions, please contact:** Rebecca Fuentes, Assistant Commissioner for Administration (617.349.6948/[rfuentes@cambridgema.gov](mailto:rfuentes@cambridgema.gov)) or Ellen Katz, Fiscal Director (617-349-6956/[ekatz@cambridgema.gov](mailto:ekatz@cambridgema.gov)). Or visit [www.cambridgema.gov/theworks](http://www.cambridgema.gov/theworks) for info and links to services.