



CITY OF COEUR D'ALENE

FINANCE DEPARTMENT

CITY HALL, 710 E. MULLAN
COEUR D'ALENE, IDAHO 83814
208/769-2224 – FAX 208/769-2284

City of Coeur d'Alene Online/Phone Payment FAQs

What do I need before making the payment?

- Utility account number
- Credit Card (Visa, MasterCard, Discover or American Express)
- Bureau Code # 5141077

Is there a fee and if so, how much will it be?

- There is a non refundable convenience fee of 3% added to the transaction for the use of this service whether payment is made by phone or on-line. You will be informed of the total amount of the fee before payment is finalized. You must accept or decline to pay this fee. If you decline to pay this convenience fee in addition to your payment amount, your payment will not be processed.

How do I know the payment process is complete?

- You will receive a confirmation number to insure that the payment process is complete. The payment may take up to 48 hours before it will be posted to the City of CDA account.

How do I receive help if I have a question or problem?

- If you should experience a problem with your credit card payment or have an unanswered question, you may email Certified Payments at any time at: customersupport@certifiedpayments.net or call 1-866-539-2020. Please provide as much detailed information as possible and you will receive a prompt reply.
- When contacting Certified Payments via email or telephone, regarding on line payments already made, please provide the following information:
 1. Date of payment
 2. Amount of payment
 3. Payable to whom: City of Coeur d'Alene Utility Billing
 4. Credit card account number
 5. Confirmation number you received at completion of payment.