

**PRESS RELEASE**  
CITY OF BENICIA  
Finance  
250 East L Street  
Benicia, California 94510



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### **Third Party Website Collecting Utility Fees Not Associated with the City of Benicia**

**Benicia, CA (May 3, 2019)** — The City of Benicia would like to make residents aware of a third-party fee collector up charging residents to pay their utility payments online.

City staff was made aware of 'DOXO', a website that appears to be an online payment platform that uses the City of Benicia logo and information. DOXO is not associated with the City of Benicia. In addition, DOXO charges an additional fee to process utility payments and there may be a delay in processing the payments to the City of Benicia.

Cindy Mosser, Finance Director, encourages residents to pay using the following options: online using the City's website <https://ubills.ci.benicia.ca.us>; call our automated payment by phone at 866-344-1979; or use the drop box located in front of City Hall, located at 250 East L Street or pay in person at the Finance Department, Monday – Friday 9 am to 4 pm, also located at City Hall.”

When calling or paying online residents will need their account number, meter number and current balance. Mosser reminds residents “when paying through these automated methods to complete the entire process and obtain a confirmation number. This will ensure that your transaction is processed. If a confirmation number is not received your payment may not go through and you may be subject to a late fee.”

If you have questions about your utility account, please call the City of Benicia Finance Department at 707-746-4225.

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