



VILLAGE OF
Midlothian

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May 14, 2025

Dear Village of Midlothian Residents:

The transition to e-Pay provided residents with a lower transaction fee rate; however, it was clear that it could not offer the same services as our previous provider, Payment Service Network, including viewing your utility bill, checking your bill history, scheduling payments, setting up auto-pay, or paying over the phone. The Village has received feedback from residents and concluded that e-Pay is not the right fit for our community's needs.

We are excited to announce that the Village of Midlothian will transition back to the Payment Service Network system, starting June 1, 2025.

All previously stored sign-on, mailing preferences, and payment method data have been deleted from their systems for security and compliance. Previous users will have access to two years of utility billing history.

Residents will need to do the following:

What You Need to Do: Register Your Account: Follow the utility payment link <https://www.paymentservicenetwork.com/Login.aspx?acc=RT22816> to register your account.

Set Up AutoPay: If you prefer automatic payments, you can set up AutoPay within your profile.

Sign Up for eBills: Go to Billing Options to sign up for eBills and opt out of paper bills if you prefer email notifications when your bills are ready.

** If you have deleted the PSN app, you will not be able to download it since it is no longer supported. However, if the PSN app is still on your phone, you can continue to use it without any issues.**

If you need any help with these changes, our Customer Service Representatives at PSN are ready to assist you. You can reach them toll-free at 866-917-7368, option 1 (7 am-7 pm weekdays CST).



Sincerely,
Mayor L'Heureux and the Board of Trustees