

Water & Sewer Online Banking Payments

1. Login to your online banking profile. Select **Add a Payee**.
2. Select the Region of Queens Municipality Utility Payee. Payee names are as follows and may vary:

CIBC	REGION OF QUEENS MUN. WATER
SCOTIABANK	NS REGIONOFQUEEN MUN UTILITIES
RBC	NS REGIONOFQUEENSMUNICIPALITY-UTIL
BMO	NS Regionofqueensmunicipality, Regional Municipality of, Utility
CREDIT UNION	QUEENS MUNICIPALITY, REGION – UTILITIES

3. Enter the **Customer Number** from your invoice as your account number. If your bank requires a ten-digit account number, add 4 zeros. Please use the following format: **912345 or 0000912345**. DO NOT USE INSTALLATION NUMBER.
4. Save the payee. You may wish to nickname the payee for future reference. You must add a new payee for each invoice you will be paying.
5. Click on **Pay a Bill** (may vary) and select the newly added payee. Enter the amount of your payment and submit. If you do not know the payment amount, please contact the Finance Department to verify.
6. If you are having difficulty using online banking, please contact your financial institution. They will need the four-digit account number and the amount you intend to pay.

You may also pay by credit card at www.regionofqueens.com. Simply click on credit card payment and follow the prompts. All credit card payments are subject to a 2.5% service fee, charged by Paymentus.