



Frequently Asked Questions

Why did you partner with Invoice Cloud?

Our previous online payment options were limited to one-time payments using a Credit Card. Over the years we have seen an increase in the number of requests from customers to be able to provide additional payment options. Invoice Cloud has experience working with our billing software and was able to provide the additional services requested.

Is my Data secure?

Yes, Invoice Cloud is a secure site that processes payments for about 15,000 companies. Invoice Cloud also meets the security standards required for Credit Card Processing known as Payment Card Industry Data Security Standard (PCI – DSS)

Will I need to reregister my account?

No. If you are already registered on our website, you are all set. Your account is already linked with Invoice Cloud.

Do I need to register with Invoice Cloud?

No, when you register on our site your account is linked to Invoice Cloud. You will only need to log into our site (<https://services.medfordwater.org>) to manage your account.

Are there any fees to use this service?

No we do not charge any fees to use the service.

What payment methods can I use to pay my bill?

We can accept payments with a Debit or Credit Card or via e-check by using your Checking Account.

My account is already set up on an Automatic Payment Plan (APP) through my checking account, what has changed?

During the conversion process we migrated the APP accounts over to Invoice Cloud. Your payment will still be withdrawn from your account the same as before.

How do I manage / update my Automatic Payment Plan if I am already enrolled?

If you are not already signed up on our website you will need to create an account. Once this is done (or if you are already signed up) you can manage your payment options by clicking on the “Update / View Payment Options” link from the website.

Who do I contact if I have questions?

We can be reached by email at customerservice@medfordwater.org or by phone at 541-774-2430 during regular business hours.