



## NEW UTILITIES COMMUNITY CONNECT PORTAL ACTION REQUIRED!!!!

The City of Portage and Portage Utilities has switched from Payment Service Network (PSN) to Community Connect which is a new, easy-to-use bill pay portal that makes paying your bill faster and more convenient.



The new portal is available  
**now**- sign up today!



Please note: Payment Service Network (PSN) will no longer be available starting **June 24, 2026**.



*Don't wait* – enroll in the new system to stay connected and avoid interruptions!

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To sign up scan the QR code with your phone or visit:



<https://portagewi.ourcommunityconnect.com>

To create your account:

You will need the last name and account number for your account

Create account and establish your autopay settings.

Current autopay with PSN will need to be disabled after your payment is made for June 22, 2026.

Customers on CITY ACH can set up an account but will not have to set up auto pay as it will transfer over.

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To ensure a smooth transition and uninterrupted service, please complete the steps below before the switch to Community Connect.

✔ **Remove your saved payment information from PSN AFTER JUNE 22 PAYMENT IS MADE!**

To prevent duplicate payments and protect your account security.

✔ **Locate your account number**

Your account number can be found on your utility bill — you'll need it to register.

✔ **Sign up for Community Connect**

Scan the QR code or visit <https://portagewi.ourcommunityconnect.com>

✔ **Link all your accounts**

If you have multiple utility accounts, you can manage them all under one login.

✔ **Complete the switch before the July 10<sup>th</sup>!**

The old payment system will no longer be available after this date.

Your bill on June 30<sup>th</sup> will be sent via email for paperless and available in the new Portal.

### The Benefits of Community Connect

- **Manage multiple accounts with ease** – Quickly link all your utility accounts under one login.
- **Convenient payment options** – Use the shopping cart feature to add payments and review/pay all at once.
- **Track your usage** – View interactive charts and graphs of your utility usage and bills.
- **Stay connected** – Access newsletters, collection schedules, monthly reports, and more through the communications tab.
- **Go paperless** – Sign up for digital billing to reduce clutter and stay organized.
- **Flexible Auto-Pay** – Set up recurring payments by credit card, debit card, or bank account — and choose the day your payment processes.
- **One-stop payments** – Pay for utilities, licensing fees, permits, park reservations, and more in a single place.
- **Real-time account updates** – Payments and account changes update instantly in our system, ensuring accuracy, fewer delays, and peace of mind.

### Processing Fees for Community Connect:

- **Credit/Debit Card:** 3.5% or minimum of \$1.65
- **ACH (Checking/Savings):** \$2.00 flat fee per transaction\*  
*(does not apply for those set up with ACH through the City directly)*

Community Connect makes it easy to see your total before you pay, so there are no surprises — and you can choose the option that works best for you.

## And...CREDIT CARDS CAN NOW BE ACCEPTED IN OFFICE!

Questions? We're here to help! Call 608-742-4727 or email [utility.billing@portagewi.gov](mailto:utility.billing@portagewi.gov) for assistance or stop by City Hall during normal business hours.