



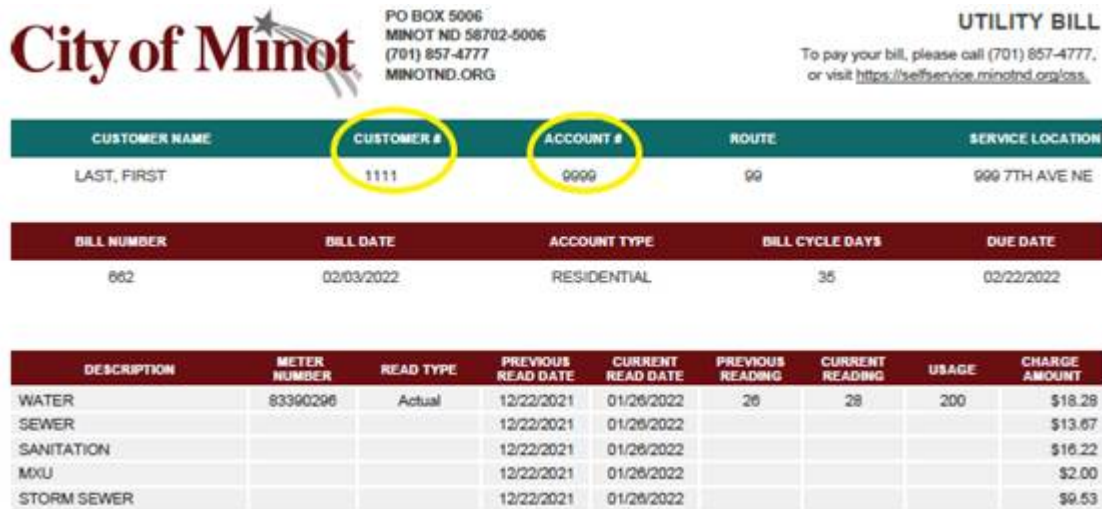
UTILITY BILLING

IVR -Interactive Voice Response

The City of Minot’s IVR allows you to find out the balance of your account and make a payment by phone, 24/7. Simply call the number listed below. You will need to have your customer number and account number to utilize this system.

CALL: 701-857-4777

You will be prompted to enter your customer number, then asked to enter your account number. You can find your customer and account numbers on your utility bill.



COMMAND

RESPONSE

0 Caller transferred to a customer service representative*

1 Pay by credit card

2 Pay by debit card

3 Pay by electronic check

Ends the call

*Customer service representatives are available M-F, 7:30 am – 4:00 pm CST.