



# Town of Wallingford, Connecticut

PUBLIC UTILITIES COMMISSION  
100 JOHN STREET  
WALLINGFORD, CONNECTICUT 06492  
TELEPHONE 203-284-4016  
FAX 203-294-2267

March 25, 2020

Dear Wallingford Public Utilities Customers (Electric, Water, and Sewer Divisions):

We pride ourselves in providing excellent customer service, and want to keep our staff healthy so that we may continue to service the Wallingford community. At this time the Wallingford Public Utilities are putting measures in place to maintain social distancing. One way to accomplish this is reducing the quantity of face to face cash transactions.

Below is a list of acceptable payment methods that can help reduce cash transactions; however if cash is your only form of payment we will continue to serve one customer at a time in our respective Customer Service lobbies.

- 1) \*Check or money order payments payable to the WED (Electric Division), or the Water and Sewer Divisions can be made by mail to the following address:

Wallingford Electric Division (or Wallingford Water and Sewer Divisions)  
P.O. Box 5003  
Wallingford, CT 06492

- 2) \*Check or money order payments can be deposited in the Town Hall drop box located on the Prince Street side of the Town Hall building (45 South Main Street) adjacent to the sliding glass doors. This exterior drop box is accessible 24/7/365.
- 3) \*Check or money order payments can be dropped in the drop box located at the Electric Division Office located at 100 John Street, Monday through Friday 8:30 AM - 5:00 PM (for electric bills); or at the Water and Sewer Divisions Office located at 377 South Cherry Street, Monday through Friday 8:00 AM - 5:00 PM (for water and sewer bills). **Please do not place cash payments in any of the available drop boxes.**
- 4) Customers have the option of paying electronically through their bank. Please note that banks will issue and deliver paper checks through the U.S. mail, so this processing time must be factored into when payment is made via this method.
- 5) Customers have the option to pay online by credit card through Official Payments at [www.officialpayments.com](http://www.officialpayments.com) or by telephone at 1-800-272-9829 **with jurisdiction code 1741**. Please note that a transaction fee of \$6.95 is charged by Official Payments for each transaction up to \$500 dollars. For example, for a utility bill of \$600, the customer would pay a total transaction fee of \$13.90 (\$6.95 + \$6.95).
- 6) \*Cash payments can be made at the Tax Office located in room 209 in Town Hall at 45 South Main Street, Wallingford
- 7) \*Cash transactions will be handled one customer at a time at the Wallingford Public Utilities respective offices.

Thank you for your patience and understanding during these unprecedented times.

Respectfully,

Tony Buccheri  
General Manager  
Wallingford Electric Division

Neil H. Amwake, P.E.  
General Manager  
Wallingford Water and Sewer Divisions

\*Please be sure to include, or have with you, the payment slip from the bottom of your electric or water / sewer bill when making payments