

Caution urged in making utility payments online

It's happening.

As feared, some online utility payments made by City of Lake Ozark residents are being made to third party vendors by mistake – and not directly to the city.

Lake Ozark issued a warning several weeks ago that third party vendors not associated with the city take your payment and charge a service fee higher than the City of Lake Ozark. The vendors then mail a check to the Lake Ozark office for the payment, but that could take days if not weeks. Until the city receives the actual check there is no way of knowing the payment was made even though the resident believes it has.

At least 19 Lake Ozark utility customers have mistakenly sent online payments to a third-party vendor. In one instance, the city has not received the payment – dated Sept. 22 to the vendor -- and the utility customer faces a utility shut-off.

Please note that the website and utility payment sites should look like the samples shown here.

If you search for the City of Lake Ozark, the URL should be: <https://www.cityoflake-ozark.net>.

Online service

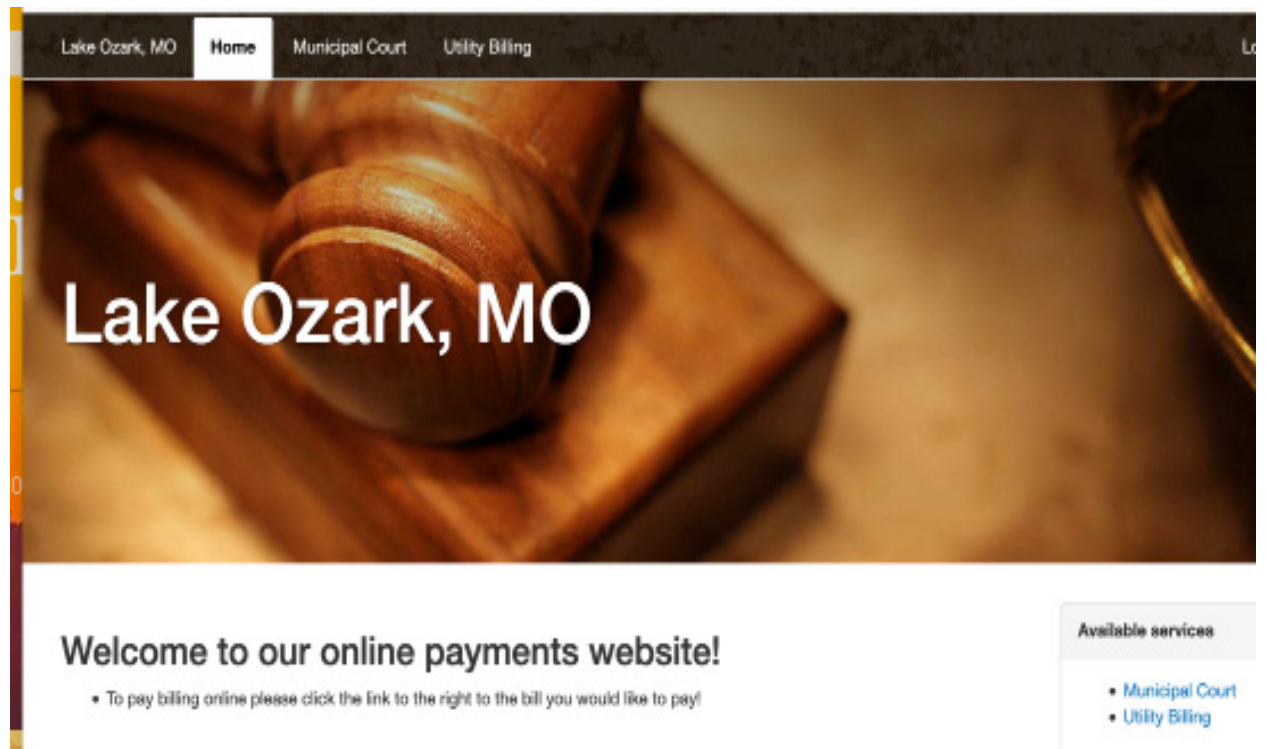
Lake Ozark began accepting online utility and Municipal Court payments in early July. Payments can also be made at City Hall, 3162 Bagnell Dam Blvd., but can no longer be made by phone.

There is a \$3 service fee charged by the credit card company to process the payment.

It's simple:

- Go the city's website at <https://www.cityoflakeozark.net>.
- Look for "Online Bill Pay" in the lower left-hand corner of the website.
- Click on the icon.
- Choose either Utility Billing or Municipal Court on the right side of the bill pay screen.
- Follow the prompts.

If you have questions, call the City Hall at 573-365-5378.



This is what City of Lake Ozark utility customers will see (above) when they log onto the city's utility online payment website. Any others are not legitimate. Below is what the city's website homepage will look like.

