

FENLAND DISTRICT COUNCIL

PRESS RELEASE

July 9, 2020

Residents can now pay for Council bills at Post Offices and convenience stores across Fenland

Fenland District Council has introduced a new way to pay for Council services, giving residents more choice and convenience when paying their bills.

From July 13, people will be able to make payments for Council bills and invoices, such as Council Tax, at any Post Office and local shops which provide the free PayPoint service.

Until now, cash payments have only been accepted at payment machines located in the Council's Customer Service Centres and Community Hubs, which are temporarily closed due to the COVID-19 pandemic.

But now residents will have the option to make payments at their local Post Office and at around 30 shops, petrol stations and newsagents, which display the PayPoint sign, across the district.

Cllr Steve Tierney, the Council's Portfolio Holder responsible for Customer Services, said: "Introducing this new way to pay will considerably increase the number of available payment outlets in Fenland, giving residents more flexibility and choice about where to pay their bills.

"Many Post Offices and PayPoint retailers are open seven days a week, with long opening hours and some for 24 hours. It means people will be able to pay for council services at a place and time that suits them, without being constricted to Council business hours."

Paying for bills at Post Offices and PayPoint locations is in addition to being able to make payments via Direct Debit, online via www.fenland.gov.uk, the Council's Contact Centre on 01354 654321 and the Council's Customer Service Centres and Community Hubs.

To make a payment at a Post Office or PayPoint outlet, customers simply need to present their barcoded bill to the retailer and confirm how much they would like to pay. The retailer will then provide a receipt and the payment will be credited within three working days.

For more information, visit: www.fenland.gov.uk/paypoint

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For more information contact Fenland District Council press office on 01354 622226