Making a generator license payment

Overview

All hazardous waste generator license invoices will be distributed by email (as a PDF) to each operation's "Billing Contact". Several forms of payment, including electronic payments, are now accepted. Read on to learn more about the updated electronic invoice distribution and payment options.

Late February

An operation's "Billing Contact" will receive an e-mail containing an electronic invoice (PDF).

Sunday, March 31, 2024

Hazardous waste generator invoice payments are due. Invoices for new generator operations will be distributed at different times throughout the year with payments due 30 days after issuance.

Who can initiate an online payment?

Each operation is allowed up to two online payment contacts capable of making an electronic payment: "Portal Administrator" and "Billing Contact". Online payment contacts must complete their registration and create login credentials before signing-in and making an online payment.

If you change the portal administrator or billing contact to someone else, please wait to complete your online payment registration after receiving an email from noreply@hennepin.us regarding your Security Profile being created (expect to receive this email a few days after a contact change).

What is the hazardous waste customer portal?

The hazardous waste customer portal www.hennepinhazwaste.us is where you can change a contact (billing or portal administrator).

What is the online payment system?

The online payment system is a different website where you can make an online payment. Visit [Registration Sign Up and Sign In](#) to sign into your existing account or to finish completing your registration & password.

What does it mean to be pre-registered?

Being pre-registered means that a contact has the necessary security clearance to complete registration, which is started by clicking the "Sign up now" registration button. If you are an existing "Portal Administrator" or "Billing Contact", you are already pre-registered and can proceed to "Sign up now". If you already registered and created a sign in password, there is no need to register again.

What happens if I register too early before I'm pre-registered?

Unregistered contacts that 'Sign up now' before getting an email from noreply@hennepin.us will not be able to see their operation's invoice when logged into the online payment system. If this happens to you, please contact HWGSupport@hennepin.us. Provide a description of the problem, the operation name, and include your contact information.
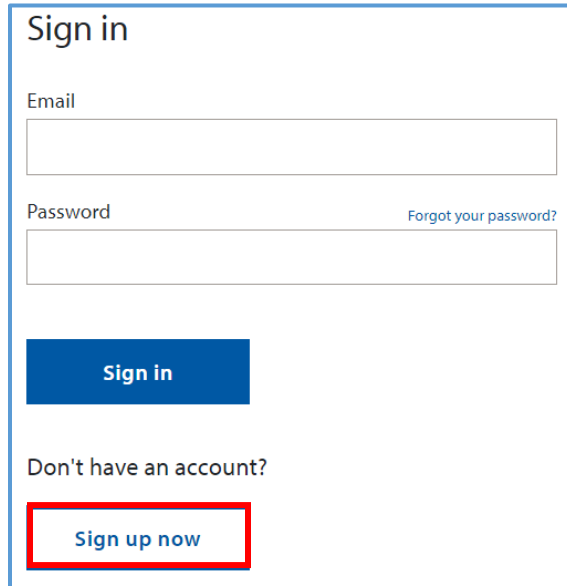
Fees

The fees associated with your payment will vary depending on which payment type you select:

- No service fee to end user if you select eChecks (best value)

- A flat service fee of $2.95 applies to **Visa debit cards** (paid by card holder)

- American Express, Discover, Mastercard, and Visa credit cards, non-Visa debit cards, and PayPal, will include a 2.29% service fee (paid by card holder)

  - Listed below are credit/debit card service fees based on some common invoice amounts:

  - $72 payment = added $1.65 service fee

  - $287 payment = added $6.57 service fee

  - $429 payment = added $9.82 service fee

- No service fee for submitting a physical check for payment

*Date last updated: February 28, 2024*

Process

1. Visit the Hennepin County online payment system [Registration Sign Up and Sign In page](#).

   - Select "Sign up now" if you have not created a password yet.
   - If you recently became a new "billing contact" or "portal administrator":
     - **Don't complete this step** until after receiving an email from noreply@hennepin.us regarding your "Security Profile".

2. Select the **Make a Payment** tile
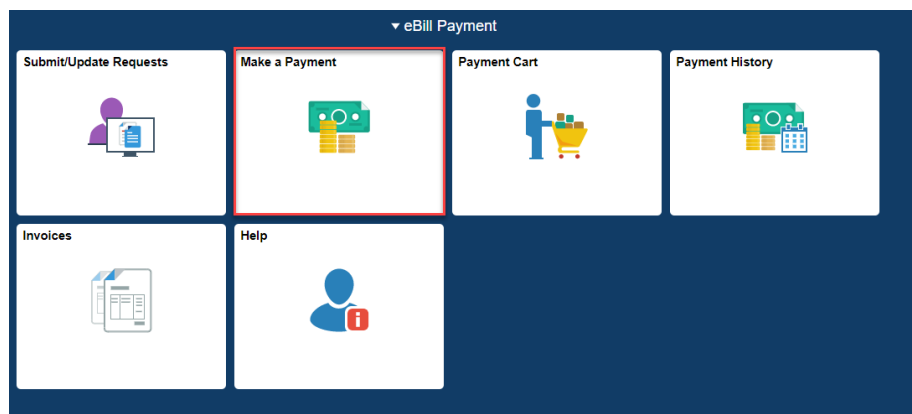
3. Select the **Pay Total Balance** button or pay invoice by clicking the **Select Invoice(s)** button.

4. This example shows the **Pay Total Balance** option. Ensure the **Payment Method** dropdown is set to "Online Payment".

5. Review your invoice amounts, then click the **Next** button.

6. Review your payment total, then click the **Submit** button.

7. Select **OK** to confirm your payment amount and proceed to payment information.

8. Complete the **Payment Information** and **Payment Method** sections.

9. Select the **Continue** button.
10. Select the Pay button to complete your transaction.

    Note: the Total Amount includes a payment processing fee (Paymentus Fee) when paying by any method other than eCheck.

11. Print or save your receipt if desired.

12. A payment confirmation will be emailed to you from HennepinCounty-billpay@paymentus.com.

Payment Information for Hennepin County Inbox x

HennepinCounty-billpay@paymentus.com
to me ▾

Dear JOHN SMITH,
We are pleased to confirm your payment with Hennepin County. Below is the summary of your payment transaction. Your payment has been received and will be posted to your account. Thank you for your continued relationship with Hennepin County.

Confirmation number:	53653203
Payment date:	Aug 25, 2021, 12:43:47 PM
Payment amount:	$585.00
Paymentus fee:	$14.57
Total amount charged:	$599.57
Payment status:	ACCEPTED

Contact Information

First name:	John
Last name:	Smith
ZIP Code:	55487
Daytime Phone Number:	(612) 111-2345
Email:	john.smith@yahoo.com

Account Information

Payment type	Payment Bill
Account number:	HNPBCPBC0000000038
Payment method:	Credit Card

Payment Method Information

Card type:	MasterCard
Card number:	************5454
Card holder name:	John Smith