



Frequently Asked Questions

Water/Sewer Bill Payments Utilizing the City's New Payment System

October 22, 2025

1. Why are payment methods being changed for water and sewer bills?
 - a. The City has transitioned to using a system called "Tyler Payments" to give citizens more payment options through a customized and secure website. Citizens can view their bills, pay utility bills online, choose their payment methods and billing due dates. Tyler's payment system integrates with the City's financial management software, reducing manual entry and improving efficiency.
2. What is the link to register and pay online?
 - a. <https://www.municipalonlinepayments.com/marcoislandfl>
3. I was already registered online, do I need to register again?
 - a. Yes
4. If I sign up for autopay, will the payment be directly paid from my checking account?
 - a. If you sign up for autopay you will have two choices: 1) credit or debit card, 2) e-check
 - b. For both autopay options, you only have to enter the credit card or bank information one time. With e-check, you provide routing and account information one time and you do not have to adjust the amount each month. This is similar to ACH or direct draft from your checking account. The e-check is a digital check created by the bank and sent electronically on your behalf.
5. Is there a fee for autopay?