

- a. There is only a fee from the City if you select the credit or debit card option. The fee is 3.5% with a minimum \$2.50. Your bank may charge additional fees, but the City does not.
6. Why is the City charging extra fees that were not charged in the past?
 - a. The City is charged a fee from the processing merchant on all credit card transactions that are processed online and in person. In the past, the other City utility customers absorbed these fees for anyone using a credit card or e-check. In August, the City Council passed a Resolution agreeing to charge the fee to the individual paying the bill.
7. What are the other options for paying the bill?
 - a. When clicking the link above, you can select “quick pay” to make a one-time payment using a credit or debit card (there is a fee as stated above).
 - b. You can mail a check using the address on the payment stub (P.O. Box 7219, Naples, FL 34101)(no fee).
 - c. You can drop off a check at City Hall . There is a drop box in the parking lot or you can pay at the counter inside the lobby. The address is 50 Bald Eagle Drive.(no fee)
 - d. You can also pay over the phone using the new IVR system (there is a 50 cent fee for interactive voice payments on top of the credit/debit card fee). The IVR phone number is 1-833-548-8985.
8. Who can I call if I have problems signing up or paying my bill?
 - a. Call Customer Service at 239-394-3880
9. Will there be penalties or late fees if I miss a payment due to this change?
 - a. The City recognizes that some customers may not realize that they need to re-register on the new payment site, so we will provide a transition period of 60 days without charging late fees or penalties.
10. If I already signed up and was charged a fee for e-check, will I be reimbursed?
 - a. Anyone who made a payment using e-check from 10/20 – 10/22 will see a credit of \$1.95 on their next bill.
11. I would like to sign up online but I don't have a computer or I need assistance.
 - a. Please come to City Hall to the Customer Service window where we will have a laptop available and our customer service representatives will assist you.