



# City of Naples

FINANCE DEPARTMENT

TELEPHONE (239) 213-1800 • FACSIMILE (239) 213-1805  
735 EIGHTH STREET SOUTH • NAPLES, FLORIDA 34102-6796

*To be inserted in utility bills in April and May 2012*

Dear City of Naples Utilities Customer:

This letter is to inform you of several convenient electronic billing and payment options that are available for the City of Naples utility billing statement. These options are: Electronic Notification (eNotification) of your Utility Bill; Automatic Bank Draft; and Online Payment with a credit card, debit card, or check.

The advantages of these electronic options include: prompt receipt of a utility bill, regardless of your location; elimination of reliance on the U.S. Postal Service for receipt and payment of the utility bill; less chance of overdue charges due to postal delays; and no additional cost for use of credit and debit cards or check for online or telephonic payments. With Automatic Bank Draft, utility bill payments can be automatically deducted from your bank account when the payment is due.

**Go to City's Web Site to Enroll [www.naplesgov.com](http://www.naplesgov.com)**

To enroll for electronic billing and payment options:

1. Go to [naplesgov.com](http://naplesgov.com)
2. Click "Online Payments" on the right or left side of the Home Page
3. Click "Register Your Account"
4. Click "Create a Pin". You will need your utility bill to enter your utility bill account number, bill date, due date, and cycle / route number.
5. Click "Submit"
6. Click "Additional Options" to enroll for eNotification of Utility Bill (notice by email) and to sign up for the convenient Automatic Bank Draft.

When you log in to your account, you may print a statement, view billing and payment history, and view consumption over past billing periods.

### **Automatic Bank Draft**

Payment for your utility bill can be automatically deducted from your checking account when the payment is due. If you do not have internet access, you may complete and return the form at the bottom of this letter to enroll in this convenient service. Because it takes one billing cycle to process, pay the current bill or the first bill you receive following your enrollment for Automatic Bank Draft. Bills received after successful enrollment will have "Do Not Pay" written on their face. In the future, if you believe there is a discrepancy in your bill, just call Utility Billing and inform them of your concern.

### **Pay Online or by Telephone**

Once you enroll through the City's web site, you can pay your utility bill through the internet at your convenience with a credit card, debit card, or check at no additional cost. To pay by phone using your credit or debit card, call Utility Billing at (239) 213-1800.

Ethics above all else ... Service to others before  
self ... Quality in all that we do.

**Other Account Information**

An "electronic" water meter reading device has been or soon will be installed on all water meters. The device will improve efficiency and accuracy related to water consumption and bill processing. Depending on the electronic device installed, water consumption will either be transmitted to a laptop computer in a meter reader's vehicle, or transmitted directly to Utility Billing at City Hall.

All utility accounts established in the future must be in the name of the property owner and not a tenant. Deposits are not required. At the request of the property owner, a duplicate utility bill may be mailed to a tenant or second address for a small fee. While a property owner may require a tenant to pay the utility bill, the property owner will be responsible for unpaid balances on the account. A lien is placed on the property for unpaid balances, and water service will not be restored to a property until payment for the outstanding balance is rendered.

Customers should carefully review their water consumption. An unusual increase in water usage may indicate a water leak or a malfunction in the landscape irrigation system. To learn how to conserve water and detect water leaks, visit the City's web site, click "Citizens Guide" on the Home Page, and go to pages 11 and 12.

Customers needing assistance or additional information utilizing any of the above options may contact the Utility Billing Division at (239) 213-1800.

Respectfully,



Ann Marie S. Ricardi  
Finance Director



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Automatic Bank Draft Authorization Form.  
Complete and return to Customer Service Division \* 735 8<sup>th</sup> Street South \* Naples, FL, 34102

Customer Name (as it appears on Utility Account): \_\_\_\_\_

Customer Utility Account Number: \_\_\_\_\_ - \_\_\_\_\_

Customer Utility Account Service Address: \_\_\_\_\_

A copy of a voided check must accompany this form. Payments made under this program will be considered by the City as checks and processed based on the policies and ordinances governing payments made by check.

Depository (your Bank's) Name: \_\_\_\_\_

Branch: City/State: \_\_\_\_\_

Routing #: \_\_\_\_\_ Account #: \_\_\_\_\_

My signature below hereby authorizes the City of Naples to initiate debit entries and/or correction entries to my/our checking account (indicated above) at the depository (named above), herein called DEPOSITORY, to debit the same account specifically related to my City of Naples Utility account. This authorization is to remain in full force until the City of Naples receives notification from the undersigned in such time and manner as to afford the City of Naples and the Depository reasonable opportunity to act upon it. Your bank account will be charged the full amount of your bill approximately 20 days after the billing date. Should you wish to dispute a bill, you must notify us no later than 15 days after the billing date to delay the payment of a bill. All payments must be made in U.S. Dollars.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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