



City of Naples

Finance Department | Utility Billing Division
735 8th Street South | Naples, FL 34102-6976
Phone: 239-213-1800

March 27, 2023

Dear City of Naples Utility Customer.

RE: NOTICE: APRIL 18-19 BILLING SOFTWARE UPGRADE, **ACTION NEEDED**

Dear Customer:

The City of Naples is scheduled to deploy an upgrade to our billing software on April 18th and 19th. This will **not** change your current account numbers; however, there are some steps you will need to take before and after this upgrade. Additionally, **the software will be unavailable on April 18th and 19th, so there will be no access to the system or payment options.**

- 1) **ACTION NEEDED - ONLINE PORTAL:** After the upgrade is completed and access is restored on April 20th, first-time users of the City's online portal for payments will need to register with the new system. Existing users will need to reestablish an online account using an email address as the user id. The steps to set up a login and link your account are attached.
- 2) **ACTION NEEDED- PO BOX:** Mail payment to the City's newest PO Box. As of May 1st, the new address is:

**City of Naples
P.O. Box 632032
Cincinnati, OH, 45263-2032**

Bills generated after April 14th will be printed with a payment coupon using this new PO BOX address. Any payments in transit or inadvertently sent to the previous Miami or Naples PO BOX will be forwarded to the new PO Box above.

- 3) **ACTION NEEDED- PAYMENTS:** Customers mailing their payment should include the payment coupon to avoid delays in payment processing. Also please write the utility account information on the check.
- 4) **BANK BILLPAY UPDATE:** Customers have experienced problems with using their own bank when paying their Utility Bill to the City. If you are using your bank's bill pay feature, please update the PO BOX shown above with your bank. Because your bank mails a check to the City make sure the account number and customer number associated with the utility account is printed on the check mailed to the City from your bank.

- 5) **REMINDER:** Not providing the payment coupon or indicating what account to post the payment increases the chances of the payment being misapplied and may increase your chances of service interruption.

To avoid payment problems, we strongly encourage you to consider the City's convenient payment methods, which include:

- 1) **Auto Payment:** Sign up online for automatic payments. There is no fee, and the account is debited on the due date. The account should be paid in full prior to enrolling. See attached form. **No action is needed if you are already enrolled.**
- 2) **Internet:** A one-time payment can be processed through the website after logging into your account. As mentioned above the instructions are attached.
- 3) **Phone:** Call 1-855-385-9411, 24 hours a day. Enter your account number followed by the # key, then customer number followed by the # key.

As always, you may contact one of our customer service representatives at 239-213-1800, or via email at custsrv@naplesgov.com if you require additional information.

Sincerely,



Lisa Douglass
Billing and Collection Manager