



TOP 10 THINGS YOU SHOULD KNOW ABOUT THE NEW UTILITY BILLING SYSTEM

The City of Fort Lauderdale launched a new utility billing system to streamline processes and provide better service for our customers. Below are the Top 10 things you should know about the new system.

- 1 You were assigned a new account number and it will remain the same regardless of where you move within the City. This means you establish a long-term account history and, if you move, you only need to provide the City with your new address.
- 2 Your billing cycle will not change.
- 3 If you pay your utility bill using your bank's online bill payment system, you will need to edit the payee information on your bank's web site by replacing your old account number with your new one to ensure your payment is applied.
- 4 You can still pay your bill on the City's web site; however, you will need to create a new login profile using your new account number.
- 5 The information provided on your utility bill has not changed, but the look of your bill has. For more information, see "How to Read Your Utility Bill" on the City's web site at www.fortlauderdale.gov/utilitybilling. To obtain a hard copy, please call (954) 828-8000.

PLEASE TURN TO BACK 

- 6 The new bill format offers a 12-month water consumption graph to assist you with conserving water and budgeting.
- 7 You may sign up for or continue using the City's Automatic Bill Payment system.
- 8 You can now get your utility bill delivered directly to your computer with the new e-billing feature. In the near future, you will be able to pay your bill by phone using the new Integrated Voice Response system.
- 9 To sign up for automatic bill payment or e-billing, please visit www.fortlauderdale.gov/utilitybilling or call (954) 828-5150.
- 10 Payments will now be electronically applied to your account immediately, regardless of the day or time. With the old system, payments were posted the next business day.

For more information, please visit www.fortlauderdale.gov/utilitybilling or call (954) 828-5150.

After business hours, please call (954) 828-8000.



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