



ALTERNATIVE PAYMENT OPTIONS

PAY ONLINE • PAY BY PHONE • MAIL



The safety of our customers, citizens and employees are of utmost importance to your North Port Utilities Department. Out of an abundance of caution and our commitment to protecting the health and safety of our community, we want you to know there are other options available to pay your bill.

Payment Options:

North Port Utilities payments may be made in one of the following manners:

Pay Online

Access to Your Account Online

- Make a monthly payment, or set up recurring payments for free
- View account info
- Track & analyze your water usage
- Visa, MasterCard, Discover, or Echeck
- First time users will need:
 - Account number (located on bill)
 - Cycle & route number (located on bill)

One Time Payments

- Simple and easy!
- Free payments
- 24/7 account access
- Visa, MasterCard & Discover

Pay by Phone 24/7

1-855-941-4636 (INFO)

- Free payments
- 24/7 account access
- Visa, MasterCard & Discover

Automatic Bank Drafts

- No worrying about late payments
- Monthly payments automatically draft from your bank account
- Payments are deducted from account on the day the bill is due.

Mail Payments to:

North Port Utilities
4970 City Hall Blvd., North Port, FL 34286

New Customer

New customer information required may be emailed or faxed as directed on the North Port Utilities [webpage](#). Until further notice, walk in customer transactions are discouraged.

Additional customer interaction required for new accounts, or service/billing requests such as seasonal shut off requests, turn ons, water quality, etc. may all be conducted over the phone. Please call Customer Care for billing and payment related questions 941-429-7122 or the Field Service office for service-related questions 941-240-8000.

Emergencies

North Port Utilities responds to water/wastewater utility emergencies 24/7. Please continue to call 941-240-8000 to report these emergencies.



HOW TO PAY BY PHONE EASY • FAST • CONVENIENT



Pay By Phone Instructions:

Please have your account number and payment information ready.

Highlighted information below is what you need to enter into your phone to make a payment.

Dial: 1-855-941-4636

Press 1 – For Utility Billing System

Press 1 – To Make a Payment

Press 2 – For Detailed Account Information

Press 3 – For Payment History

Press 0 – To Speak to Department Staff During Regular Business Hours

Press * - To Hear General Information About this System

Customer ID (Account number to the left of the dash, followed by the pound key)

2717# see example below

Location ID (Account number to the right of the dash, followed by the pound key)

160798# see example below

Service address confirmation? Press 1

Press 1 – Pay Entire Balance

Press 2 – Pay Past Due Amount

Press 3 – Pay a Partial or Overpayment

System will play payment amount

Press 1 - To Pay Using Your Credit Card

Press 2 – To Pay Using Your Checking Account

Credit Card Payment

Enter Credit Card Number followed by the pound key
XXXX XXXX XXXX XXXX#

System will play credit card number

Enter Expiration date followed by the pound key
XX XX#

System will play expiration date

Enter the Three Digit Security Code found on the back of your credit card followed by the pound key

XXX#

System will play security date

Enter the Zip Code associated with your credit card billing address followed by the pound key

XXXXXX#

System will play zip code

System will repeat payment amount

Press 1 – To Confirm Payment

Press 2 – To Continue Without Making a Payment

System will verify payment posting and provide a confirmation number.

Checking Account Payment

Press 1 – To Pay With a Personal Check

Press 2 – To Pay With a Company Check

Enter Routing Number, followed by the pound key

XXXXXXXXXX#

System will play the routing number

Enter Checking Account Number, followed by the pound key

(this number can be anywhere from 8 – 12 digits)

XXXXXXXXXX#

System will play the checking account number

System will repeat payment amount

Press 1 – To Confirm Payment

Press 2 – To Continue Without Making a Payment

System will verify payment posting and provide a confirmation number.

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SERVICE ADDRESS	CYCLE	BILL DATE	CURRENT CHARGES DUE DATE
4980 CITY HALL BLVD	16-07	2/24/20	3/16/20
2717-160798			920.48
Total Current Charges			920.48
PAST DUE - MUST PAY NOW			.00
Total Amount Due			920.48

CITY OF NORTH PORT
 FW-POLICE DEPARTMENT
 4970 CITY HALL BLVD
 NORTH PORT FL 34286-4100

000002717000160798000000920486

Larger Diagram on Next Page

FREE 24/7 PAYMENT OPTIONS:
 Pay By Phone:
 1-855-941-NPFO (4636)
 Pay online:
www.cityofnorthport.com

Check Here For:
 Bill alert conveniently receiving your bill online
 Change of address (See reverse side)
 Paper copy of the Consumer Confidence Report
*CCO Program Duration: 1

1 NP
 SERVICE ADDRESS
 4980-CITY HALL BLVD

Please return the upper portion with your payment



HOW TO PAY BY PHONE

EASY • FAST • CONVENIENT

1-855-941-4636 (INFO)



Information You'll Need From Your Utility Bill:

Account Number

Location Number

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NorthPort FLORIDA North Port Utilities

SERVICE ADDRESS	CYCLE	BILL DATE	CURRENT CHARGES DUE DATE
4980 CITY HALL BLVD	16-07	2/24/20	3/16/20
Total Current Charges			920.48
PAST DUE - MUST PAY NOW			.00
Total Amount Due			920.48

2717 160798

CITY OF NORTH PORT
FM-POLICE DEPARTMENT
4970 CITY HALL BLVD
NORTH PORT FL 34286-4100

000002717000160798000000920486

1 NP

SERVICE ADDRESS 4980 CITY HALL BLVD

FREE 24/7 PAYMENT OPTIONS:
Pay By Phone: 1-855-941-INFO (4636)
Pay online: www.cityofnorthport.com

Check Here For:
 Info about conveniently receiving your bill online
 Change of address (See reverse side)
 Paper copy of the Consumer Confidence Report
 *GO Program Donation: \$ _____

Please return this upper portion with your payment

Information You'll Need If You Pay by Check:

YOUR NAME 123
678 Main Street
Anywhere, MI 12345 DATE _____

PAY TO THE ORDER OF \$ _____
DOLLARS

⑆9998888777 ⑆00123456789 ⑆123

Routing Number Account Number Check Number