



City of Tybee Island

www.cityoftybee.org

SEPTEMBER 2021

City Hall • PO Box 2749 • 403 Butler Ave • Tybee Island, GA 31328 • (912)786-4573 • Fax: (912)786-5832 • Hours • M-F: 8 am-12pm, 1- 5pm

☠ OCTOBER CALENDAR ☠

OCT 4	7:00 PM	Tybee Candidate Forum – Public Safety Courtroom
OCT 11	6:00 PM	Historic Preservation Commission – Public Safety Conference Room
OCT 14	6:30 PM	Council Meeting – Public Safety Courtroom
OCT 14	10:00 AM	Infrastructure Committee – Public Safety Conference Room
OCT 18	6:30 PM	Planning Commission – Public Safety Courtroom
OCT 19	3:30 PM	Council Workshop on STVRs – Public Safety Courtroom
OCT 20	4:00 PM	Development Authority/Main Street Board – Public Safety Conference Room
OCT 28	1:00 PM	Public Safety Committee – Public Safety Conference Room
OCT 28	6:30 PM	Council Meeting – Public Safety Courtroom

City Hall and Parking Services are now closing daily for lunch from noon to 1 p.m.

*In person meetings subject to change to virtual meetings with proper notice for public health and safety.

UTILITY BILL CHANGES BEGIN THIS MONTH

The City’s utility billing format will change with the October utility bill to **Xpress Bill Pay**.

Why does my utility bill look different?

The City of Tybee is in the process of transitioning software. The new software allows for better transparency and information displayed on the utility bill. You will see your current month usage, prior month usage, and a separation of consumption charges and fixed charges.

What is Xpress Bill Pay?

Along with a change in software, the City has a new online payment provider, Xpress Bill Pay. We switched to provide customers with new and enhanced features like full bill presentation, paperless billing, billing history, auto pay, stored payment information and email notifications.

How do I access my account information?

All customers will need to create an account with Xpress Bill Pay. Please visit the website at <https://xpressbillpay.com/#/?org=tybee10771>.

What if I already had auto pay set up?

Everyone will receive a paper bill until an account is set up with Xpress Bill Pay. If you already had auto pay set up with a credit card, you must re-establish the auto-pay with Xpress Bill Pay. All previous auto pays will be automatically cancelled. ACH payments will still process but will receive a paper bill until an Xpress Bill Pay account is set up.

What if I already had paperless billing set up?

If you were already signed up for paperless billing, you will need to re-enroll for paperless billing through Xpress Bill Pay by creating an account and opting for paperless billing.

Why did my bill increase from last month?

The City of Tybee updated its water/sewer rate structure effective September 1. The new structure introduced new rates, including seasonal rates and premiums for high usage. The new rate structure also discontinued the credit for the first 3,000 of gallons used. Please visit the City website for a complete list of water and sewer rates, including seasonal charges.

Why did water/sewer rates change?

The City has not had a rate adjustment for multiple years, and continues to see costs exceed revenues. A rate structure change, paired with smaller annual rate adjustments, will allow the City to fund the various capital projects that are past due.

Who do I contact for assistance?

- Enrolling in AutoPay – support@xpressbillpay.com or (800) 766-2350
- Enrolling in Paperless Billing – support@xpressbillpay.com or (800) 766-2350
- Making a Payment Online – support@xpressbillpay.com or (800) 766-2350
- Starting a Water Service – Nalene Conway, nalene.conway@cityoftybee.org
- Usage and Billing – Nalene Conway, nalene.conway@cityoftybee.org

Please note: When paying by check at City Hall, the City’s check processing system eliminates any float for most checks. Your account will be debited as soon as the City receives your check.