



RETURN FORM TO:
City of Tybee Island
Attn: Nalene Conway
PO Box 2749
Tybee Island, GA 31328

Email to:
nconway@cityoftybee.gov

City of Tybee Island

Automatic Utility Payment Authorization

I (we) hereby authorize the City of Tybee Island to deduct funds on the payment due date from my (our) checking or savings account indicated below at the financial institution named below.

Financial Institution Name:

Payment Type(Check One):

Checking Account

Savings Account

Transit Routing Number

Account Number

This authorization is to remain in full force and effect until the **City of Tybee Island** and **Financial Institution** has received written notification from me (or either of us) of its termination in such time and in such manner as to afford the **City of Tybee Island** and **Financial Institution** a reasonable opportunity to act on it.

Print Name:

Print Name (if joint acct):

Signature:

Signature (if joint acct):

Property Address:

Date:

Utility Account # (found on bill):

Phone #:

Email Address (required):

Would you like a paperless bill?

YES

PLEASE RETURN A VOIDED CHECK OR SCREENSHOT OF ACCOUNT WITH THIS FORM. This information is used solely to verify account is valid.

FUNDS WILL BE REMOVED FROM YOUR ACCOUNT ON THE 25th OF YOUR NEXT BILLING FOR THE AMOUNT DUE.

Extra! Extra! Read All About it!



Due to changes with the City's credit card service provider, credit card, debit card and online transactions will incur a convenience charge beginning with your September utility bill (due Sept 25th).

What does this mean for you?

Any payments made with a credit card, debit card or ACH will incur a convenience fee beginning Sept 16, 2024.

What are the convenience fees?

Credit/debit card: 2.95% of transaction or \$1.95 minimum
ACH/EFT: \$.95 per transaction

Do I have an option to pay my utility bill without a fee?

YES! Besides paying by check or cash, the City has worked hard to provide an option to pay your utility bill by autopay directly via your checking / savings account with NO FEE!

If I want to have my utility payment automatically withdrawn from my account with no fee, what do I need to do?

Complete and return the enclosed Automatic Utility Payment Authorization Form and return it with a voided check or screenshot of account information to City Hall.

If I enrolled in autopay previously, do I need to do anything to enroll in the new process?

Yes. You will need to end your current automatic payment with Invoice Cloud and enroll with the new process with the City using the enclosed form.

How do I cancel my current automatic payment with Invoice Cloud?

Sign into your Invoice Cloud account. Using your customer profile icon, delete your auto pay.

If I'm currently enrolled in autopay for my utility bill, what happens if I do nothing?

Your utility payment will be paid on due date and will incur a transaction fee as indicated above.

Is my account information kept confidential?

Yes. Once your account information is verified, information is kept confidential and destroyed.

Still have questions?

We are here to help! Helpful contacts are listed below:

Utility Clerk: Nalene Conway @ 912-472-5025 or nconway@cityoftybee.gov
Finance Assistant: Gail Perry @ 912-472-5026 or gail.perry@cityoftybee.gov