



CITY OF STUART PUBLIC NOTICE

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Stuart Utilities Division Clarifies Customer Payment Methods

Stuart, FL – The City of Stuart is notifying all utility customers to exercise caution when utilizing third-party software for utility service bill payments.

City staff is aware of software application companies that provide alternative mobile payment methods for municipal water and sewer services to City customers. Third-party software from companies like “doxo” are not affiliated or officially recognized by the City of Stuart. These mobile device applications and bill payment systems claim to provide accessible and convenient methods for customers; however these services may include a service charge or additional cost to residents and may not guarantee the official payment is received by the City in time to count as an on-time bill payment.

The City however, has a new customer service web page for official payment methods, which can be found at: <http://cityofstuart.us/index.php/departments/customer-service-utilities>.

Stuart already provides residents several payment methods that are both convenient and free of charge: customers may choose to elect to enroll in automatic debits from a checking account (ACH Direct Debit); use a drive-up window during open office hours and a drop box for after-hours; pay by phone during office hours by calling (772) 288-5317; or by utilizing our online service by accessing the eGov website interface from the Customer Service web page at: www.cityofstuart.us, E-Services Tab.

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