

New convenience fee structure

0-\$50 payment = \$2.00 fee	100.01-\$200.00 payment = \$4.95 fee
\$50.01-\$100 payment = \$2.95 fee	...keep adding \$2 fee for every \$100 range

Common Credit Card Questions

The City of Auburndale has implemented accepting credit card and debit card payment. We have partnered with a credit card payment processing company (Point and Pay) so that our customers can pay by major credit card or debit card. The credit card processor assesses a convenience fee of 2.95% (minimum \$2) on the total amount of the transaction. Under Florida State Statute, the City as a Governmental Unit has the option to partner with the third party to provide this service. Reference State Statute 215.322(b)

Security Information: Your personal information is protected. The software utilizes secure SSL with 128-bit encryption at the channel and application level. Sensitive user profile information is encrypted before it is stored in the database in order to keep it safe from unauthorized access both outside of and within the City of Auburndale. Network firewalls and password encoding protect end users against unauthorized data access. Multiple levels of alarms and status messages appear when the system is breached. The application is maintained in a secure data center using multiple level security access mechanisms.

What is a Convenience Fee? The convenience fee is the charge assessed by a credit card payment processing vendor or company to accept and process a credit card payment for you, the customer, in payment of a billed charge or service which has been provided.

If my water is turned-off for non-payment, can I pay on-line? Yes, however before your service is reinstated you must pay the bill in full plus a reinstatement fee. The reinstatement fee is not automatically added to your outstanding balance you must add it. The reinstatement fees are (\$20 [resident] or \$25 [non-resident]) during regular business hours 8AM to 5PM. After 5PM the reinstatement is \$50.00 [resident & non resident]. After your bill has been paid in full plus your reinstatement you can contact our office during regular business hours 8AM to 5PM to have your service reconnected. After hours, contact the Auburndale Police Department at (863) 965-5555 for reconnection.

What if my Credit Card is a Debit Check Card? You may use the card providing the card has a Master Card or Visa logo. The process and charges will be the same as a credit card, but the payment will be debited from your bank account. Regular ATM debit cards cannot be used (the card must have the Master Card or Visa logo).

What options are available that do not impose the fee? Customers may pay by check, cash, money order, cashier's check, and automatic bank drafting for any service offered by the City of Auburndale.

What other Agencies use the City's Third Party Provider? The following Agencies use Point and Pay as their Third Party Provider: Polk County Tax Collector, Legion Tag Agency (Winter Haven), The City of Sebring, and Osceola County Tax Collector (just to name a few).

Will I be able to make other kinds of on-line payments? At this time only utility bill payments are available, in the future we plan on providing for other kinds of city payments.

