



CITY OF STUART PRESS RELEASE

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New city bill payment system to improve user experience

Stuart, FL – Starting October 1st, utility customers, residents, and businesses will be able to pay their monthly utility bills, fees, and business taxes in a whole new way. The City will be rolling out a new service through “Paymentus” to enable the public to make one-time payments to their account or create their own personal portal online and customize payments to fit their needs.

Through the online self-service portal, account balances and other information will be accessible, including multiple choices for making a payment. Users will also have the option of calling an Interactive Voice Response (IVR) system to make payments over the phone anytime, in addition to other mobile payment methods. For customers who choose to create a personal online portal, recurring monthly payments may be arranged using a preferred credit or debit card, or bank account.

Once live, the new service will also introduce a new single transaction limit of \$10,000 and payments will be processed until midnight each day. However, American Express payments will no longer be accepted on or after October 1st.

For additional information, please visit www.cityofstuart.us.

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