

Frequently Asked Questions

Am I Eligible?

All customers may sign up for the Easy Pay Plan. Your ability balance must be paid in full before the Easy Plan can be activated.

Will I still receive a bill?

If you select the Easy Pay option you will still receive a monthly bill listing the amount due for all the services available. You will not have to write a check, buy a money order, or travel to our office to make your payment. On your bill you will see "Bank Draft" listed. The amount of your utility bill will be deducted from your bank account by Electronic Funds Transfer (EFT) on the 20th of every month. If the 20th falls on a holiday or the weekend, it will be deducted the following work day.

What about Insufficient Funds?

If your bank refuses to honor your (EFT) payment for any reason, the City will notify you of the refusal. You will automatically be charged a \$25.00 service charge and your account must be brought current immediately in cash to avoid interruption in service. You will automatically be removed from the (EFT) Easy Pay Plan.

What if I Change My Mind or Change Banks?

You must notify the City of Lake Alfred customer service in writing if you wish to drop the Easy Pay Plan. If you change banks or accounts you will need to reapply and in writing stop the existing account transaction from which your (EFT) payment is made.

How Do I sign up?

An application must be completed along with a voided check. To receive an application you can either stop by our office at 155 East Pomelo Street or mail a self addressed envelope to the City of Lake Alfred, 120 E. Pomelo Street, Lake Alfred, FL 33850.

Processing Your Account

Processing of your application may take 30 to 60 days, so continue to pay your bill as usual until you see "Bank Draft" printed on your bill.

Questions?

Customer service is always available Monday - Friday 8:00a.m. to 4:30p.m. at (863) 291-5270