

G R E A T N E W S !

Do you simply not have the time to stop by City Hall and pay your bill? Are you looking to save a stamp and not have to bother with the hassle of mailing yet another bill? Tamarac Customer Service is pleased to announce that residents have two quick and easy options for paying their bill.

Residents can visit Tamarac's website, www.tamarac.org, and make an online payment each month with their MasterCard or Visa credit card. You will find more information about this option inside this pamphlet.

Another option is the City's TAPP program which provides for automatic payments of your monthly utility bill. You can find more information about the TAPP program inside this pamphlet. To sign up, fill out the TAPP Payment Agreement on the back of this panel and drop it off at City Hall or mail it to Customer Service at 7525 NW 88th Avenue, Tamarac, FL, 33321.

Don't forget, you can also make a utility payment at City Hall with your MasterCard or Visa.

*For all other payment options
or for any other questions, please contact:
Customer Service at (954) 597-3590*

Frequently Asked Questions

TAPP

Q: After submitting my application, when does my participation in TAPP begin?

A: Usually within 30 days. Continue to pay your bill until you receive your first bill with the message "Bank Draft - Do Not Pay".

Q: What happens if I change banks?

A: Notify the City of Tamarac and request a new application form.

Q: What happens if I feel my bill amount is incorrect?

A: Call the City of Tamarac **Customer Service number (954-597-3590)**.

Q: Can I cancel my participation in TAPP at anytime?

A: Yes. Simply contact Customer Service and request to be removed from the program.

Q: Is there a charge for the automatic payment?

A: No. The City of Tamarac does not charge for this service, but a few banks do. Please check with your financial institution before enrolling in TAPP.

Online Bill Payment

Q: The system is not accepting my account number, what is wrong?

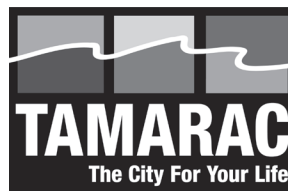
A: Be sure to enter the hyphen in your account number.

Q: How do I know my credit card information is safe?

A: The City of Tamarac's online bill payment system uses the most up-to-date security protocols and encrypted secure connections, to ensure that your information is always safe.

Q: When will my online bill payment be processed?

A: Your online bill payment is processed instantly, and the funds will be immediately deducted from your account.



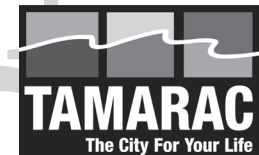
www.tamarac.org

PAYMENT OPTIONS

Get to know your City...

UTILITY PAYMENT OPTIONS

*This brochure provides
details on two easy
ways to pay your
City of Tamarac Utility Bill.*



Online Bill Payment

The City of Tamarac has partnered with Click2Gov to make paying your utility bill much easier. Click2Gov is a widely used, dependable, and most importantly, secure online account service used throughout Florida. After you follow the steps below, you will no longer have to write a check, make a visit to City Hall, or mail your utility bill payment; you will just simply login to your account each month to pay your bill with your Visa or MasterCard.

Go to www.tamarac.org

1. Place your cursor over **Online Services** at the top of the page, then select **Pay Your Water Bill** from the drop-down menu.
2. First time users will have to register their utility account in order to get a Personal Identification Number (PIN).
3. Click **Online Bill Pay Registration** on the left side of your screen.
 - To register your account you will need:
 - a. **Account Number** (located in the upper right hand corner of your utility bill)
 - b. **Cycle and Route Number** (located in the bottom left corner of your utility bill)
 - c. **Total Amount Due** — this must be from your current bill, which means you will have to wait for your first bill if you're a new customer.
 - d. After entering your account information, press the **Submit** button
 - e. You will then be asked to select a PIN and enter your e-mail address
 - f. You will receive a confirmation e-mail, you must click on the enclosed link to complete the registration process.
4. Each month, you will navigate to **Pay Your Water Bill**, from the **Online Services** from the front page of the website, and select **Online Utility Customer Support**.

The system is available 24 hours a day, 7 days a week except during the hours of 12:00 AM and 3:00 AM, when it is closed for system maintenance.

Please note, any payment received after noon on the "current charges due date" may result in a penalty charge or interruption in service.

Automatic Bill Payment

TAPP IT AND FORGET IT.

Say goodbye to checks, postage, or concerns about late payment charges... you can even go on vacation without worrying about your utility bill! TAPP makes it easy.

TAPP is the City of Tamarac's **Automatic Payment Plan**. When you enroll in TAPP, your entire utility bill (water, sewer, garbage, recycling, and stormwater) is paid automatically from your bank account (Note: Only accounts with U.S. banks are currently eligible to enroll in this program).

Once enrolled in TAPP, you will continue to receive a monthly bill, fifteen days prior to the date your payment is due. However, instead of having to write a check or stop by City Hall to drop off your payment, the amount due on your account will be automatically charged directly to your designated checking or savings account on your billing due date.

Please Note: Do not stop paying your utility bill in your normal manner until a message appears on your bill stating "**Bank Draft – Do Not Pay.**" This message will alert you that the bank draft service has been activated.

TAPP – Tamarac's Automatic Payment Plan

- NO** checks to write
- NO** trips to the Post Office
- NO** postage costs
- NO** processing delays

To enroll in TAPP, fill out the attached TAPP Payment Agreement form and drop it off at City Hall or mail it to Tamarac Customer Service at 7525 NW 88th Avenue, Tamarac, Florida, 33321.



TAPP Payment Agreement

Return this to City Hall, or mail with your next Utility Payment, along with a voided check or deposit slip.

Customer Account Information

Name on Account: _____

Address: _____

Phone Numbers: (Home) _____

(Cell/Alternate) _____

Email Address: _____

Financial Institution Information

Bank Name: _____

Name on Account: _____

Select one of the following options:

- Checking:** Enclose a blank check marked VOID. This is in addition to the check you are sending to pay your current bill. We cannot accept starter checks.
- Savings:** enclose a deposit slip marked VOID and include your ABA routing number. Contact your financial institution for this number and write it here: _____

Customer Authorization:

I hereby authorize my financial institution and the City of Tamarac to debit the bank account listed to the left in the name of the City of Tamarac to pay the monthly utility bills for the customer account listed. I further understand and agree that the "start-up" and "termination" periods could take up to two (2) billing cycles to take effect.

Signature of Bank Account Holder

Signature of Utility Account Holder

Date