



Frequently Asked Questions (FAQs)

As of August 1, the city upgraded its utility billing system and changed its payment processing company (provider) to Paymentus®. Unfortunately, there are several technical issues that are creating problems with the phone line, online portal and billing process. The city is resolving these issues as quickly as possible. Please find the most commonly asked questions and answers (FAQs).

Why is my bill so high?

PLEASE NOTE As of September 1, 2022, fuel charges have decreased by 12% which equals approximately a 5% REDUCTION in your total electric charges.

The top two reasons why your utility bill is higher:

1. Rising fuel costs – labeled as “Current Fuel Charges” on your new utility bill.
2. Increased usage due to the extraordinary hot weather – labeled as “Current Electric Charges.”

Although you may have used more electricity due to the extremely hot weather, the primary reason for your increased utility bill is the higher cost of fuel, specifically natural gas. The city does not generate its own power, but purchases its power using long term, bulk power contracts. Fuel is used to generate power and a large portion of the fuel mix is natural gas. The current costs for natural gas are higher and more volatile due to world conflicts. When the price for fuel increases, your utility bill increases. The electric utility does not make a profit on the fuel prices. It is a dollar-for-dollar pass thru cost from the wholesale power provider to the customer.

Why did the city change its payment provider?

The city’s utility billing payment provider is one element of the city’s overall Enterprise Resource Planning (ERP) software. The ERP is an integrated software package that includes utility billing and all other financial applications of the city such as the general ledger, procurement, human resources, payroll, accounts payable, capital assets, cash receipting and others. This software was no longer keeping up with the rapid changes in technology and needed to be transitioned to a more advanced system.

The city hired an independent consultant to determine each departments specific ERP needs, developed a solicitation for a new ERP provider, and helped evaluate the proposals. The city selected Tyler’s MUNIS program for its new ERP software and the city’s new payment provider, Paymentus, is a partner of Tyler.

Will my service be interrupted?

Your utility services will not be interrupted during this transition time. There will not be any negative impact on your credit history with Winter Park Utility Services. No late fees will be applied to your account.

Will these late bills impact my credit & will there be a late fee?

There will not be any impact to your credit history if the bills have been mailed out after the normal billing schedule. The City of Winter Park does not charge late fees.

Does Paymentus charge a payment processing fee?

Paymentus does not charge a payment processing fee.

I've used Auto Pay for years in the prior system, do I have to do anything?

Yes, you will need to [register](#) with our new payment provider, Paymentus. Due to the transition, customers must [register](#) with the new system to view or pay bills online* and account numbers are required. If a customer signs up for Auto Pay, all outstanding charges will be applied to their credit card on their next billing cycle. [*registration is not required for one-time online payments]

How do I set up Auto Pay?

To register and make a payment, please access cityofwinterpark.org/billpay or visit Customer Service in-person at City Hall located at 401 S. Park Ave. When you register online, you must have your account number and include dashes when entering the information into Paymentus. Once you have registered, you may make a payment online or call the Paymentus toll-free number at [1-888-481-1472](tel:1-888-481-1472). For your convenience, please access the step-by-step enrollment instructions at cityofwinterpark.org/billpay.

Do ALL customers have to register with Paymentus?

No, all customers do not have to register with Paymentus. Customers who would like to enroll in Auto Pay, view their bills online, pay bills online, or have their information stored to pay online would need to register. Registration is not required for one-time online payments or payments sent by mail. Residential and commercial customers with new accounts with the city must wait to receive their first bill before registering.

How do I register with Paymentus?

To register and make a payment, please access cityofwinterpark.org/billpay or visit Customer Service in-person at City Hall located at 401 S. Park Ave. Once you have registered, you may make a payment [online](#) or call the Paymentus toll-free number at [1-888-481-1472](tel:1-888-481-1472). For your convenience, please access the step-by-step enrollment instructions at cityofwinterpark.org/billpay.

Where is the graph (block chart & number of days) on the bill?

Many customers have inquired about bringing back elements of the bill that they found helpful. We thank customers for their feedback and are exploring redesigning the bills to include these important elements.

Is the mobile app that was provided by the previous payment processing company still able to be used?

The mobile app that was used by the previous payment system is no longer available.

What does the new bill look like?

You can access a sample of the new utility bill at cityofwinterpark.org/billpay.

Can we enroll for Budget Billing?

At this time, we are not enrolling new customers in our Budget Billing Program. Budget Billing will be offered again in the near future.

What payment methods can we use with Paymentus?

Apple Pay®	E-Check	PayPal®	Visa®
Checking Account	Google Pay™	Savings Account	
Discover®	Mastercard®	Venmo®	

This is a working document and the city will continue to add to this FAQ as it works diligently to continue to resolve the current utility billing issues.