



## Payment Options

The City of Live Oak's Utility bills are generated each month end and mailed to our customers. If for some reason you do not receive a bill in the mail, please call 386-362-2276 for your account balance. All bills are due immediately and considered past due after the 15<sup>th</sup>. Per City ordinance, a 10% penalty is assessed each overdue balance. Any account with an unpaid balance after the 20<sup>th</sup> of each month is **subject** to disconnection and reconnection fees will apply. City Hall office hours are 8:00- 5:00 Monday-Friday (except celebrated Holidays) If you need services turned on or back on, please come prior to 4:15 pm. Turn on requests received after 4:30 will be done the following work day. If you are paying on your bill after the 20th of the month and it has been disconnected please include the \$50.00 reconnect fee in addition to your utility balance or your water will not be reconnected until that reconnect is paid.

### **Pay Online**

The "Pay Here!" link will take you to our outside vendor FISPayDirect. FISPayDirect does charge a convenience fee for using your credit card to pay your City utility bill. **This charge will be 2.45%** of your transaction amount. This site will enable you to pay your utility account with your Visa, Master credit/debit Card, Discover, or American Express credit card. **(We can accept VISA at this online site only)**

**You must have your utility account number (you can get this from your bill).** The first set of numbers will be your Customer ID, the second set will be your Location ID. Please note: Reconnect fees if applicable must

be added to the balance shown on this payment link.

Example:

Account Number 99999-99999 (99999=Customer ID---99999=Location ID)

Once you have entered your account number your address will display (for your confirmation), and your Current Balance will display. (We download this information only biweekly-so if you have made a payment since the last upload, the current balance display may not have updated). This service will charge a 2.45% convenience fee to process your payment to us. This fee is non-refundable. Our finance department updates your utility account with online credit payments each business day morning. Please call city hall if you have questions 386-362-2276.

Once you have read and understood the online payment process, click "Pay Here!" to proceed to the credit/debit card site.

**Pay Here!**

**Other Payment Options**

### **Auto Bank Draft**

Please contact the city for the Bank Draft form. Upon completing the form, please return it to City Hall. Please note, you will still receive a monthly bill/statement. Once the auto draft is set up, the city will automatically draft your payment from your bank account around the 10th of each month. Call us 386-362-2276 if you have any questions.

You must maintain sufficient funds in your checking or savings account. We process your drafted payment approximately on the 10<sup>th</sup> of each month. Please contact us prior to the 7<sup>th</sup> of each month if you have any questions about your bill before the bank draft is processed.

### **Our City Hall Lobby**

City Hall is located at 101 White Avenue S.E. The cashiers may accept cash, checks, money orders, and some credit/debit cards. Credit/Debit card transactions will incur a 2.45% Service Charge payable at the time of the

transaction. The City of Live Oak does not receive any of this service charge and it is non-refundable. The credit provider can accept Master Card, Discover, American Express debit or credit cards (**Visa debit cards are accepted ONLY in our Lobby**). We also have a **drive up** window for customers that have their bill and are paying with cash or a check. There is a **night deposit** located on the side of our building just past the drive up window, please indicate your account number on your check or money order, when depositing it in our night drop. **(Do not put cash in the night drop)**

### Auto-Bank Draft Set Up

Please complete the Bank Draft form. Return it to City Hall. You will still get a bill monthly. We will automatically draft your payment from your bank account around the 10th of each month. Call us 386-362-2276 if you have any questions. You must maintain sufficient funds in your checking or savings account. We process your drafted payment approximately on the 10<sup>th</sup> of each month. Please contact us prior to the 7<sup>th</sup> of each month if you have any questions about your bill before the bank draft is processed.

### Our City Hall Lobby

**Our City Hall lobby** (located at 101 White Avenue S.E.) cashier can accept cash, checks, money orders, and some credit/debit cards. **Credit/Debit card transactions will incur a 2.45% Service Charge** payable at the time of the transaction. The City of Live Oak does not receive any of this service charge and it is non-refundable. The credit provider can accept Master Card, Discover, American Express debit or credit cards (Visa debit cards are accepted only in our Lobby). We also have a **drive up** window for customers that have their bill and are paying with cash or a check. There is a **night deposit** located on the side of our building just past the drive up window, please indicate your account number on your check or money order, when depositing it in our night drop. **(Do not put cash in the night drop)**

**Pay utility bill online**

I understand the online payment process and wish to proceed to the credit/debit card site. ( THE CONVIENCE FEE WILL BE 2.45% OF EACH TRANSACTION)

<https://paydirect>

Data file last updated 05/02/2023 7:28 AM if you have questions with utility information please call City Hall 386-362-2276.

# WHITE SPRINGS

## Florida

### Search

## Community

## Payments

*Please note: A 03.5% fee will be added to all payments to offset the processing fee paid to the credit card processor. For example, a \$1,000.00 payment will result in a \$1,035.00 charge to your credit card (\$100.00 = \$103.50).*

Water Deposit Payments

Water Utility Payments

## Contact Information

**Address:**

Town of White Springs, Florida  
P.O. Drawer D  
10363 Bridge Street  
White Springs, FL 32096

**Phone:**

386-397-2310

**Fax:**

386-397-1542

[View Full Contact Details](#)



[Home](#) [Staff Login](#) [Accessibility](#)

[PO Drawer D](#) | [10363 Bridge St](#) | [White Springs, FL 32096](#) | [Ph. \(386\) 397-2310](#) | [Fax \(386\) 397-1542](#)





### **The Point and Pay convenience fees are as follows:**

#### ***Credit or Debit Card***

**\$00.01 - \$50.00 = \$2.00**

**\$50.01 - \$100.00 = 2.95**

**Each additional \$100.00 up to \$1,000.00 = \$2.00**

**Each additional \$1,000.00 = \$25.00**

#### ***E-check (only for customers not deemed as cash-only)***

**\$00.01 - \$10,000.00 = \$1.25**

**\$10,000.00 and over= \$10.00**

Utility services are subject to disconnection on the day the account becomes delinquent, which is the close of business seven days after the due date. The exact cut-off day date and time is printed on the bottom of your bill each month because the exact date will vary.

### **IS YOUR UTILITY ACCOUNT PASSED DUE OR DISCONNECTED?**

**If you are possibly subject to disconnection or have already been disconnected, you must call Utility Billing at 386-418-6110 to confirm payment processing and ensure delinquent account services are not disconnected or to ensure utility**

 MENU[Account Log In](#)[feedback](#)

## Credit/Debit/ATM Card Online

**Pay My Bill**  
(/servicelogin)

**Report An Outage**  
(/StormCentral/ReportanOutage.aspx)

**Start, Stop, Move**  
(/MyHome/YourService/Start,Stop,Move.aspx)

My Home (<https://www.gru.com/MyHome.aspx>) » Content  
(<https://www.gru.com/MyHome/Content.aspx>) » Credit/Debit/ATM Card Online  
(<https://www.gru.com/MyHome/Content/CreditDebitATMCardOnline.aspx>)

## Safe and Convenient Online Payment

Make a one-time card payment **online**  
(<https://myaccount.gru.com/Login?lang=eng>).





- Discover, MasterCard, Visa and American Express accepted.
- ATM/debit cards bearing the STAR, NYCE, PULSE or ACCEL logo accepted.
- Account credited within minutes.
- An additional service fee of \$2.75 applies to residential customers making a one-time payment.
- An additional service fee of \$9.95 applies to non-residential customers making a one-time payment.
- Payments must be received before 7 p.m. for same-day credit.

feedback

## Learn More

- If you are looking for information about one-time or recurring bank drafts, please visit our **other payment options page** (/TabID/3587/Default.aspx).

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301 SE 4th Avenue  
Gainesville, FL 32601  
**352-334-3434 (tel:352-334-3434)**

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