



City of Oakland Park

Utility & Billing Services

3650 NE 12 Ave, Oakland Park FL, 33334

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E-mail ubs@oaklandparkfl.gov

Website: www.oaklandparkfl.gov

Office Hours: 8:00 AM- 5:00 PM Monday-Friday

Utility Billing Payment Plan Frequently Asked Questions

Don't see your question below?

Please send an e-mail to paymentplan@oaklandparkfl.gov or call (954) 630-4280.

1. What is a payment plan?

A payment plan is an agreement between the City of Oakland Park and a utility customer allowing unpaid bills on an account to be paid over a set period of months without incurring late fees, penalties, or termination of service.

2. Who qualifies for a payment plan?

Residential and commercial accounts with bills that are over 60 days past due and outstanding balances of \$75.00 or more are eligible to enter a payment plan. Only an authorized account holder can approve the payment plan.

3. What are the terms of the plan? How long can a payment plan be?

The payment plan program requires a percentage of the outstanding balance be paid as a down payment at the start of the plan and the monthly payment are then made over length of the plan to pay off the remaining balance. The exact amount of the down payment and the length of the plan will vary depending on the specific details of the account, but in no instance will payment plans exceed 12 months.

For example, a \$1,000 balance is being paid off through a plan. A 30% down payment (\$300) is required, leaving an outstanding balance of \$700. This \$700 remaining balance is then paid off over a period of seven months, with the customer paying \$100 a month.

4. Do I have to keep paying my regular monthly utility bill?

Yes. All new regular utility bills are due upon receipt and must be paid. Failure to pay current bills will be considered a violation of the payment plan.

5. Does setting up a payment plan/agreement stop my account from receiving late fees/penalties?

No new late fees or penalties will be charged to the account as long as the customer remains current with the payment plan/agreement and continues to pay the regular monthly utility bill. Late fees and penalties charged to an account before the approval of a payment plan will remain on the account.

6. Is there a charge to set up a payment plan/agreement?

No additional fees apply for setting up a payment plan, but a down payment on the value of the outstanding balance is required.

7. Once I enroll in a payment plan, how do I make monthly payments?

Customers will be provided a coupon book for monthly payments upon approval of a payment plan. These coupons *must* be included with your payments to ensure they are properly recorded.

You can make your plan payments at City Hall using credit/debit cards, check, money order, or cash, via the drop box behind City Hall (check/money order only), or mail check and money order payments to City Hall using the following address:

Attn: Utility Billing
Oakland Park City Hall
3650 NE 12th Avenue
Oakland Park, FL 33309

Payment plan payments cannot be mailed with regular monthly utility bill payments to the City's Orlando lockbox; do not use the pre-printed envelope sent with the monthly utility bills.

Online payments can also be made by using the Citizen Self Service Portal on the City's website. When making an online payment for your plan, any past due bill can be selected, and the total amount of the monthly payment entered.

8. Can I make my payments through automatic payments?

No. Automatic payments through EFT can only be used to pay current charges; the automatic payment will NOT pull "Past Due" amounts

9. What happens if my payment is returned for non-sufficient funds?

Your service is subject to suspension due to nonpayment and your payment plan may be voided. When payment plan is voided, unpaid balances are also subject to late fees