



City of Sarasota's NEW Utility Billing Customer Portal — COMING SOON

Frequently Asked Questions

When will the new customer portal be available?

The new Utility Billing Customer Portal will be live on September 22, 2025.

Will I still be able to access the current WebUtility Customer Portal?

NO, the existing portal will no longer be accessible after September 21, 2025.

What will I be able to do on the new customer portal?

You will be able to view and pay your bill, view your consumption history, set up AutoPay, set up Paperless billing, set up eCheck, request new service or stop service, and create a work order for high consumption.

Are there any new payment methods available?

YES, as of September 22, you will be able to pay your utility bill using a credit card, debit card, eCheck, Venmo, PayPal, Google Pay, and Apple Pay.

What ways can I receive my utility bill?

You can receive your bill in traditional paper format, via email, and now via text including a video that explains your bill and ways to pay.

Can I pay my bill via text?

YES, we have made that option available.

Will my existing WebUtility Customer Portal login work on the new customer portal?

NO, you will be required to register on the new Utility Billing Customer Portal to access your bills and other account information.

Will my current AutoPay setup remain active?

NO, you will need to set up a new AutoPay in the new Utility Billing Customer Portal in order to continue automatically paying your utility bills.

Do I need to have a customer portal account and login to pay my bill online?

NO, you can select the Quick Pay option from the login screen to pay without logging in.

Will my bill change?

YES, the new bill is a concise format that more clearly defines charges, taxes and fees.

BILLING DETAIL				BILLING STATEMENT			
Previous Balance			\$372.79	Billing Date			07/08/2025
Payments			-\$275.00	Previous balance			\$372.79
Balance Forward			\$97.79	Payment			-\$275.00
WATER				Past Due Balance - DUE IMMEDIATELY			\$97.79
Usage Tiered	Usage	Rate	Charges	Current Charges			\$269.57
WATER BASE CHARGE			\$20.55	Adjustment			\$0.00
WATER TIER 1	4.00	4.15	\$16.60	TOTAL AMOUNT DUE - 07/23/2025			\$367.36
WATER TIER 2	4.00	4.89	\$19.56	METER INFORMATION			
WATER TIER 3	1.00	6.85	\$6.85	Service	Meter #	Service Period	Days
SEWER						Previous Read	Current Read
Usage Tiered	Usage	Rate	Charges				Usage
SEWER BASE CHARGE			\$28.29	WATER	80424909	06/02/2025-07/07/2025	35
SEWER TIER 1	4.00	8.24	\$32.96			5,646	5,736
SEWER TIER 2	5.00	9.70	\$48.50				9.00
SOLID WASTE				~Meter Change			
Usage Tiered	Usage	Rate	Charges	USAGE HISTORY			
SOLID WASTE BASE CHARGE			\$32.45				
ADJUSTMENT			\$25.00	BILLING MESSAGE			
INITIAL CONNECTION			\$32.45	Account subject to disconnect if past due is not paid.			
ADVANCE UNIT FEE GB			\$6.36				
TAX			\$269.57				
Total Current Charges			\$367.36				
Total Amount Due							

Are there transaction fees on the new portal?

All credit card and debit card payments will incur a 2.95% transaction fee with a minimum fee of \$1.95 as of September 22nd. This includes payments made online, in-office, by phone, and all AutoPay/recurring payments.

**Note that online payments made via ACH (eCheck) will not incur a transaction fee.*

Will this affect AutoPay and recurring payments?

AutoPay and recurring payments with a credit or debit card will incur a 2.95% transaction fee (with a minimum fee of \$1.95). AutoPay and recurring payments made via ACH (eCheck) will not incur a transaction fee.

How do I change my payment preferences?

To change your payment preferences, [click here](#) to login to your online account and update your preferred payment method.

Are there fee-free ways to make an online payment?

YES, to avoid a transaction fee, we recommend paying online using ACH (eCheck).