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For Immediate Release Thursday, February 9, 2023

Important message from the Town's Utilities Department

Town of Fort Myers Beach, FL – The Utilities Department is daily receiving a high volume of calls and emails with questions and the small team is working diligently to help everyone as quickly as possible.

To help serve all customers more effectively, please send questions by email to utilities@fmbgov.com. The Team is committed to responding to messages as quickly as possible.

Town staff understand the devastation that Hurricane Ian caused property owners. If a property's water is not being used at this time, water and sewer base fees can be waived. To prevent further billing of these fees, property owners should email the Utilities Department at utilities@fmbgov.com with their name and service address. PLEASE NOTE – All residents are required to pay stormwater fees.

If property owners pay their water bill at www.eonlinebill.com/ftmyers with a credit card, there is a 3.5 percent credit card processing fee added. This fee was approved by Town Council in the Fiscal Year 2023 Budget which began on October 1, 2022.

The credit card fee can be avoided if bills are paid by one of the following methods:

- Change payment method in the online account to withdraw the payment directly from a bank account;
- Mail a check to the Town at 2525 Estero Boulevard, Fort Myers Beach, FL 33931;
- Deliver check to the Town Hall temporary complex at 2545 Estero Boulevard and leave it in the receptionist's area in the designated drop box. The receptionist's area is in a modular building at the Town Hall complex. Hours are Monday through Friday 8:30 a.m. to 4:30 p.m.

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