



# SUNRISE RESIDENTS: CAN WE REACH YOU IN THE EVENT OF AN EMERGENCY?

Sunrise uses The Communicator – a high-speed, automated emergency notification system – to contact residents and utility customers by telephone to deliver important information. The Communicator can be deployed in the event of:

- A precautionary boil-water order
- A hurricane or other public safety threat

The Communicator enables the City to save valuable time and resources - and deliver accurate, consistent information.

If you have an unlisted number, were issued a new number in the past three months, or use a cell phone as your primary line, you may not be included in The Communicator's master call list. Add your number online today at [www.sunrisefl.gov/EmergencyNotification.html](http://www.sunrisefl.gov/EmergencyNotification.html)

Roger B. Wishner, Deputy Mayor; Commissioners: Sheila D. Alu, Donald K. Rosen and Joseph A. Scuto



CITY OF SUNRISE  
10770 W. Oakland Park Blvd.  
Sunrise, FL 33351  
(954) 741-2580  
[www.sunrisefl.gov](http://www.sunrisefl.gov)

PSRT STD  
US POSTAGE PAID  
FT. LAUDERDALE, FL  
PERMIT NO. 825



## New Payment Options for Utilities Customers

### PLUS- Register Online for Emergency Notification

## August 2008

## NEW, CONVENIENT UTILITIES PAYMENT OPTIONS

Pay with credit cards, ATM/debit cards or checks - online or by phone

**City of Sunrise utilities customers now have four payment options to choose from. Pick the one that best matches your bill payment routine:**

### 1. Pay Online or By Phone

Sunrise recently introduced Western Union's Speedpay - a convenient service that enables you to make a payment from home using an ATM/debit card, Visa or MasterCard, or check. Log on to Western Union's secure Speedpay site from [www.sunrisefl.gov/PaymentOptions.html](http://www.sunrisefl.gov/PaymentOptions.html). Or, if you prefer to access Speedpay by phone, call 1-866-537-9041. **Please note:** A \$2.75 convenience charge is added to each Speedpay transaction.

### 2. Pay Automatically (Bank Drafting)

You can pay your City of Sunrise utility bill automatically from your bank account each month - **without a transaction fee**. To enroll in this free service, visit [www.sunrisefl.gov/paymentoptions.html](http://www.sunrisefl.gov/paymentoptions.html) and download an Authorization Agreement for Automatic Payment - or call (954) 746-3232 and request that a form be mailed to you. Once you've completed the form, submit it by mail or in person, along with a voided check. Automatic payments will usually begin 30 days after the City receives your form.

### 3. Pay By Mail

Use the envelope provided in your monthly bill to mail a personal check, cashier's check or money order to either of the following addresses:

#### City of Sunrise Public Service

10770 West Oakland Park Boulevard  
Sunrise, FL 33351

**OR**

#### City of Sunrise Public Service

P.O. Box 31432  
Tampa, FL 33631-3432

### 4. Pay In Person

Personal checks, cashier's checks, money orders and cash are accepted at each of the City's customer service walk-up windows, open Monday through Friday, from 9:00 a.m. to 5:00 p.m.:

#### Sunrise City Hall

10770 West Oakland Park Boulevard

#### Village Civic Center

6800 Sunset Strip

#### New River Civic Center

60 Weston Road

Utility bill drop boxes are also available at the three locations listed above. However, cash **may not** be deposited in drop boxes.

### Meeting Your Utilities Needs

The City of Sunrise operates full-service Utilities and Gas departments, meeting the water, wastewater and natural gas needs of more than 200,000 customers in southwestern Broward County. The City's Public Service division is responsible for these departments' customer service and billing. For additional information, visit [www.sunrisefl.gov/PublicService.html](http://www.sunrisefl.gov/PublicService.html) or call (954) 746-3232.



### UTILITIES CUSTOMERS: Access Your Account Online

In addition to offering expanded payment options, Sunrise now provides its utilities customers with a means of accessing their account information online. Have your statement (which includes your Account I.D.) handy and log on to [www.sunrisefl.gov/ViewUtilityAccount.html](http://www.sunrisefl.gov/ViewUtilityAccount.html). From there, you'll be able to:

- Check your account status
- View your current and prior bills
- Track your energy consumption
- Make a payment using the City's new Western Union Speedpay service

For assistance with this feature during regular business hours, call the City's Public Service division at (954) 746-3232.