

# CITY OF ATLANTIC BEACH

## Important Notice: Online Utility Payment System Changing for Some Customers in February 2026



The City of Atlantic Beach is upgrading its online utility payment system to improve service and safety. As part of this update, the current **Bill2Pay** system will be **deactivated on February 24, 2026**.

### Who This Affects

This change affects **ONLY customers who pay their utility bills online using the Bill2Pay system** (credit card, debit card, or eCheck). If you do NOT use Bill2Pay for online payments or autopay, this change does NOT apply to you. If you use Bill2Pay to pay your utility bill with a credit card, debit card, or eCheck, you will be affected and must choose one of the options below:

#### **OPTION 1: Use the New Online Payment Portal (Scheduled to start February 9, 2026)**

- Set-up instructions will be mailed and posted on the City website in the upcoming months to help you sign up for the new online payment portal
- STAY TUNED for detailed instructions coming soon

Don't want to wait for the new online portal launch? Try Option 2 below

#### **OPTION 2: Sign Up for Automatic Bank Draft (EFT) (Available Now)**

- Automatically pay your bill from your bank account
- No processing fees
- The simplest and most secure payment method
- Download the authorization form at [www.coab.us/payingyourbill](http://www.coab.us/payingyourbill)

The Automatic Bank Draft (EFT) option is the City's recommended method. It helps you save on processing fees associated with card and eCheck payment, ensures your bill is always paid on time, and is the most secure way to pay!

### **IMPORTANT!**

- All Bill2Pay online accounts will be deactivated on February 24, 2026.
- You will still be able to use Bill2Pay to make one-time payments until February 24, 2026.

### **Need Help?**

Please reach out to us if you have a question about this notice or your account.

- Email: [customerservice@coab.us](mailto:customerservice@coab.us)
- Phone: (904) 247-5816
- Online: [www.coab.us/PayingYourBill](http://www.coab.us/PayingYourBill)