

Utility and Property Tax Payments and Fees

Method of Payment	Fee	Details
Payments by mail with stub & return envelope	NO FEE	Utility invoices include a detachable stub and a return envelope that is barcoded with information needed for lockbox processing. Please include your account number on the check or money order.
Payments by mail without stub & return envelope	NO FEE	This option should only be used for Utility & Property Tax payments when the stub and/or return envelope has been misplaced. Address: City of Maryville Utilities 412 W. Broadway Ave. Maryville, TN 37801 Please include your account number on the check or money order.
Drop off	NO FEE	Drop off your utility payment in the white dropbox outside the building at the west end of the parking lot near the statue & flags. Check or money order only. Please do not put cash in the drop box.
Automatic bank draft for utilities	NO FEE	Totally Automated Payment System Bank Draft is a free automatic payment program for utility payments only . Apply for automatic bank draft and save time and effort, postage, gas, check charges, and worry over misplaced bills and penalties. Contact Customer Service to initiate.
Payment through your bank's bill pay service	NO FEE	Set up payment through your bank
Online with a credit/debit card or e-check	2.85%	We also offer online payments for Utilities Payments and Property Tax Payments and the option to view & pay bills by email and text messaging. This is a secure third-party financial transaction site.
By phone with a credit/debit card	2.85%	To pay your utility bill by phone 24 hours, 7 days per week, call toll free (888) 382-2262 or call Customer Service M - F 8 a.m. - 4:30 p.m. (865) 273-3456

To apply for bank draft, complete this [form](#), print and accompany with a voided check to City of Maryville Utilities 412 W. Broadway Ave. Maryville, TN 37801 • As a Bank Draft customer, you will continue to receive a monthly statement that looks like a normal bill but reads "Amount to be Drafted." Your payment will be automatically drafted from the bank account on file on your normal payment due date. All credit/debit card payments and e-check payments will be assessed a 2.85% transaction fee by the third-party vendors whether processed online, by using our automated IVR phone system or at the Municipal Center. This fee goes directly to the third party vendors for the service and will appear as a separate charge on your statement.