

As per City Ordinance Ch. 21 – Utility Services Sec 21-1 (a). Utility Bills are due 19 days from the billing date. There is a six-day extension after the due date. Any past due amount requires immediate payment of the total bill.

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**Utility Bills can be paid in one of the following ways:**

- Utility Bills can be paid by **DIRECT PAYMENT** free of charge: **RECOMMENDED** (Payments are drafted against your bank account). Obtain online [Direct Payment Authorization Form](#) or pick-up in person from:

**City of Thibodaux**  
**Utility Collections Office**  
City Hall Room #102  
310 West Second St.  
Thibodaux, LA 70301

- Utility Bills can be **MAILED** to:

**City of Thibodaux**  
**Utility Collections Office**  
P.O. Box 5418  
Thibodaux, LA 70301

- Utility Bills can be paid **ONLINE**(a processing fee will apply) at:
  - <https://thibodauxla.municipalonlinepayments.com/thibodauxla/utilities>
- Utility Bills can be paid by **PHONE** (a processing fee will apply) at:
  - **1-833-892-0179**
- Utility Bills can be paid **IN PERSON** at one of the following:
  1. City Hall: 310 West Second St in Thibodaux
    - Utilities Service Window in Room #102
    - Utility Drive-Up Window
    - Night Deposit located in front of City Hall (Utility payments picked up twice daily at 8a.m. & 3:30p.m.)
  2. Stark Complex: 1309 Canal Blvd. in Thibodaux
    - Night Deposit located in front of Stark Complex (Utility payments picked up daily at 8a.m. – all payments after 8a.m. are posted the next working day.)

**Forms of payment accepted: cash, checks, money orders, Visa, MasterCard, and Discover**

**Collection Hours:**

**Monday – Friday**

**8:00 A.M. – 4:30 P.M. Drive Up Window**

**8:00 A.M. – 4:00 P.M. Inside Service Window**

**After 4:00 P.M. all payments are posted the next business day.**