



City of Des Moines Marina

Permanent Tenant Payment Options

Monthly statements are emailed generally on the last day of the month for the upcoming month. **Payments are due by the 15th of the month with late fees posted on the 20th of the month.**

At this time, we do not have an online payment option that connects to our customer account system. However, all tenants have several options for submitting a payment to their account.

1. Paying over the phone with a debit/credit card during office hours.
2. Paying in person with debit/credit or check during office hours.
3. Placing check in drop box outside office door anytime.
4. Placing a credit/debit card on file. You will still need to authorize payment monthly by email or phone.
5. Going on the ACH program with a debit/checking account only. Here is that [form](#). Please send in with a voided check if you go this route. The City's finance department will auto draft any balance due on the account between the 8th and 10th of every month. Allow for 30 days for this process to complete as banks need to communicate with one another.
6. Pay through your own online banking system. Make sure to process within the 1st week of the month as your bank will physically cut a check and mail to our bank or to our office (postal service deliveries have taken up to 10-12 business days to deliver). That way it allows for travel time and usually can guarantee payment by the 15th which is the due date.

Tenants are always recommend to review statements as they are received whether on monthly or annual pre pay moorage programs.