

## IMPORTANT INFORMATION ABOUT YOUR UTILITY SERVICE

The deposit on your account is retained by the City until the account is closed. At that time the deposit will be used to pay the final bill and any remainder refunded to the account holder. The service charge is nonrefundable.

**RESIDENTIAL CUSTOMERS:** There will be a charge for garbage on your utility bill. This is for household garbage collection. Garbage pickup days are as follows:

EAST OF DESOTO AVE (HWY 17S) – Tuesdays and Fridays

WEST OF DESOTO AVE (HWY 17S) – Mondays and Thursdays

Garbage pickup begins at 6:30 am. Be sure your garbage is out by that time. If your garbage is missed, call PUBLIC WORKS at 494-4334 before 1 pm.

**COMMERCIAL DUMPSTER CUSTOMERS:** Dumpster pickup begins at 3:00 am, up to 6 days a week. Your garbage bill reflects how many pickups you requested when you established your service. You are responsible to have any gates unlocked and open by 3:00 am. Once the driver has passed your stop you will have to wait until the route is complete or possibly the next pickup day.

Furniture, boxes, appliances, carpet, etc. are considered SPECIAL TRASH and will require a Special Pickup. Call PUBLIC WORKS at 494-3678 to arrange for this service. There is a minimum charge of \$25 per pickup and the charge must be paid for in advance.

The City does not pickup garbage outside the city limits. Call Womack Sanitation at 494-1580 to arrange garbage pickup outside the City.

A minimum bill will be charged for accounts that are not being used while customers are gone or on vacation, unless account has been previously put on vacation by the customer and all vacation fees have been paid.

You will be billed monthly. Your bill is due 21 days from the read date, approximately 18 days after mailing. We DO NOT send delinquent notices! Any account not paid within fourteen (14) days after the due date will be disconnected. Bills may be paid by cash, check, money order, VISA or MasterCard.

Any damage caused to the Meter Assembly (i.e. box, register, etc.) will be charged to the current customer.

A reconnection fee of \$35 will be charged EACH TIME personnel are dispatched to disconnect water for non-payment whether or not the water is turned off. *When service is shut off for non-payment, the customer must pay before 2 pm or service will not be restored until the following day.*

A service charge in accordance with Florida Statutes is assessed on all returned checks.

Transfer to another address or disconnection of service MUST be done in person with a photo ID. You must also provide a lease or proof of purchase for the new address to transfer or open an account.

City Hall hours are 8 am to 4:30 pm Monday thru Friday. The phone number for the billing department is 494-3678. Our after-hours number, for EMERGENCIES ONLY, is 494-1626.

For your convenience there is an after-hours drop box at City Hall to put your payments in. The box is located at the foot of the Monroe Avenue stairs.