

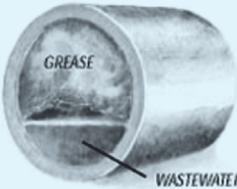


*"Focused on Service,
Committed to Excellence"*

www.pascocountyutilities.com

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Please, Do Not Pour Grease Down the Drain!



Fats, oil and grease, also known as **FOG**, causes sewer blockages leading to spills and overflows that are hazardous to our health. As FOG cools, it congeals and hardens making it a toxic substance for the sewage system. It sticks to the inner lining of drainage pipes and restricts the wastewater flow, eventually causing a blockage. Dispose of fats, oil and grease by enclosing them in a watertight container and tossing the container into the trash.

Place a catch basket or screen over the sink drain when washing or rinsing your dishes. Throw the scraps collected into the trash or compost bin. Wipe pots, dishes and kitchenware with paper towels before rinsing or washing them. Throw the paper towel in the trash. **Luckily, FOG build up is preventable.** For a list of cooking oil recycling locations, please call (727) 847-8041.

Project Round-Up Helps Citizens Residing in Pasco County

Project Round-Up Is a Great Success Thanks To Pasco County Utilities Water/Sewer Customers Generosity:

Pasco County Utilities Water/Sewer customers have been very generous contributing \$122,331.13 to Project Round-Up. Pasco County Utilities water/sewer customers have the option to assist those in their community who are in need by rounding up their monthly water/sewer bill to the nearest dollar by checking the Round-Up box on their paper bill or when paying online at www.pascoeasypay.com. For example, if a customer's bill is \$45.50 and the customer chooses to participate in the program, the amount paid will round up to \$46.00. \$45.50 will be paid on their utility bill and the remaining \$.50 will go into the Round-Up fund. Customers making their payment by Electronic Funds Transfer will not have the option at this time. Donated funds are sent to United Way of Pasco County to be distributed among several not-for-profit agencies that serve the citizens of Pasco County with disabilities, food banks, youth services, spouse abuse shelters, the homeless, services for the elderly, mental health and substance abuse.



Credit Card Payment Options: Visa, MasterCard & Discover Cards

Pay Over the Phone With a Credit Card

(727) 847-8131
(352) 521-4285
(813) 235-6012

- The name on the utilities account must match the name on the credit card
- Only one payment can be made in 24 hours

Pay Online With a Credit Card

Visa, MasterCard,
Discover

- www.pascoeasypay.com
- Only one payment can be made in 24 hours

Pay at a Branch Office

- 7536 State Street, New Port Richey
- 14236 Sixth Street, Dade City



INFO & SERVICES

- New Port Richey (727) 847-8131
- Dade City (352) 521-4285
- Land O'Lakes (813) 235-6012

Connecting
Customers with
Pasco County Utilities



FREQUENTLY ASKED QUESTIONS



Visit www.pascocountyutilities.com to get answers to your Utilities questions on: rates, how to check for leaks, open & close water/sewer accounts, recycling, utilities capital projects and more.

Pasco County Utilities Water/Sewer Accounts Must Be Closed in Writing or in Person

Please provide *72 hours notification*. Mail your notification to: Pasco County Utilities, P.O. Box 2139, New Port Richey, FL 34656-2139 or email: utilcustserv@pascocountyfl.net or Fax: (727) 847-8972. Please provide the account number, name on the account, the service address, forwarding address, date services are to be terminated and a phone number. A final read will be completed and a final bill sent to the forwarding address.

Avoid Additional Charges: Pay on or Before the Due Date on the Bill

Disconnection of Services for Non-Payment:

If your services are disconnected for non-payment please remember a reconnect fee of **\$127.00** is required **prior** to restoring services. **A new deposit may be required. Checks are not accepted once services are disconnected.** Payment can be made by credit card at www.pascoeasypay.com or by cash or money order. All charges must be paid prior to services being restored. Payment must be made by 4 p.m. to have services restored the same day. **To avoid disconnection for non-payment sign-up for Electronic Funds Transfer.** Pay your bill electronically by submitting a voided check with your name, address, telephone number, name of the bank and your utility account number. Please mail or drop off your voided check to one of our branch locations or visit www.pascoeasypay.com and request the service. It will take about five or six weeks for the service to start, so continue to pay your utility bill by check, cash, or money order until your bill indicates the amount due will be electronically transferred. Mailing address: Pasco County Utilities, P.O. Box 2139, New Port Richey, FL 34656-2139.

New Billing System for Pasco County Utilities Water/Sewer Customers



Pasco County Utilities new Billing & Customer Information & Services System will provide customers with enhanced "self-services". The availability to review bills, monthly water consumption, charges and payments are a few of the new "self-services" features the system provides customers. The new system is targeted to be available in the spring, 2014. Please continue to watch for further information in billing inserts, newsletters and online at www.pascocountyutilities.com.

Save \$\$, Save H2O



Little things add up when it comes to water conservation. You can help save thousands of gallons of water each year by simply making a few small changes right at home. Run loads in the dishwasher and washing machine only when full. Take more showers than baths, and limit showers to five minutes or less. Install low-flow fixtures and choose water-efficient appliances. Following these tips not only help save water, but can help you save money, too.