

Pasco County Utilities

Customer Information & Services

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(727) 847-8131, (352) 521-4285,

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FALL 2014



e-billing. Request this free service at www.pascoeasy.com to register to make online payments. Registration is required to pay via e-bills. You may opt for e-bills at the time of registration or anytime thereafter.

This service will allow you to quickly access and view your e-bill and make your payment on-line. Every month you will receive an email which notifies you that your online bill (e-bill) is ready. Switching to e-bills will provide you with:

- ◆ **Control**-See and pay bills when you want, wherever you are.
- ◆ **Reminders**-Receive an email for each new bill.
- ◆ **Security**-Reduce the risk of your bills getting lost.
- ◆ **Convenience**-View and print past bills anytime.

- ◆ **Billing Adjustment for Leaks.** Upon application to Pasco County Utilities Customer Service for verified leaks and the first-time filling or filling due to repair of a pool, an adjustment may be made to the bill of a customer after presentation of original plumbing repair bills, original receipts for materials or parts and a notarized statement of the repair or permit for pool installation, including the date of the work and the nature of the repair.
- ◆ The high water use will not be forgiven, but shall be charged at the current Tampa Bay Water's unitary rate.
- ◆ High water use shall mean usage from the leak or pool filling, which results in an amount of water used that is 20% over the average usage of the preceding 12 months based on meter readings. Additionally, if the documentation shows that the high water use did not flow to the County's sewer system, the County may issue a credit to the sewer portion of the bill for the high water use. If a new customer does not have 12 months usage, the County will take the average usage over the entire available period of usage of not less than three months for that customer. The water bill adjustment will only be made for the water used that is 20% over the average usage for the preceding 12 months.
- ◆ The adjustment can only be applied to the customer account active at the time of the leak and will only be applied to the time period of the leak but not to exceed three consecutive months.
- ◆ Sewer adjustments for residential customers cap at 10,000 gallons (adjustment will be for 20% over the average usage, but less than 10,000 gallons).
- ◆ Customers must submit a Billing Adjustment Form with the original repair bill/receipts for material or parts, and/or a Notarized Statement of Repair, or a permit for pool installation with the date of and the nature of the work or repair.
- ◆ An adjustment can be requested retroactive one year from the ordinance approval date of April 22, 2014.
- ◆ There are no billing adjustments for sod or pressure washing.

Visit www.pascocountyutilities.com to access the forms or call (727) 847-8131 to request the forms to be mailed or for further information.

Pasco County Utilities - Rates effective October 1, 2014

3/4" residential single family

Gal		Water		Sewer		Metered Reclaimed Water	Backflow Prevention
0	Base Charge	\$ 7.83	Base Charge	\$ 17.34	Base Charge	\$ 5.74	\$ 4.97
1,000	Plus \$2.70	\$ 10.53	Plus \$5.10	\$ 22.44	Plus \$0.26	\$ 6.00	\$ 4.97
2,000		\$ 13.23		\$ 27.54		\$ 6.26	\$ 4.97
3,000		\$ 15.93		\$ 32.64		\$ 6.52	\$ 4.97
4,000		\$ 18.63		\$ 37.74		\$ 6.78	\$ 4.97
5,000		\$ 21.33		\$ 42.84		\$ 7.04	\$ 4.97
6,000		\$ 24.03		\$ 47.94		\$ 7.30	\$ 4.97
7,000	Plus \$3.63	\$ 27.66		\$ 53.04		\$ 7.56	\$ 4.97
8,000		\$ 31.29		\$ 58.14		\$ 7.82	\$ 4.97
9,000		\$ 34.92		\$ 63.24		\$ 8.08	\$ 4.97
10,000	Plus \$4.59	\$ 39.51	Maximum	\$ 68.34		\$ 8.34	\$ 4.97
11,000		\$ 44.10		\$ 68.34		\$ 8.60	\$ 4.97
12,000		\$ 48.69		\$ 68.34		\$ 8.86	\$ 4.97
13,000		\$ 53.28		\$ 68.34		\$ 9.12	\$ 4.97
14,000		\$ 57.87		\$ 68.34		\$ 9.38	\$ 4.97
15,000		\$ 62.46		\$ 68.34		\$ 9.64	\$ 4.97
16,000	Plus \$5.53	\$ 67.99		\$ 68.34		\$ 9.90	\$ 4.97

Other Fees and Charges

	2013-14	2014-15		2013-14	2014-15
Activation Fee (next day)	\$56.00	\$57.00	Activation Fee (same day)	\$97.00	\$98.00
Reclaimed Backflow	\$4.89	\$4.97	Deposit for Homeowner Water & Sewer or Sewer only	\$175.00	\$180.00
Reclaimed Water	\$5.89	\$6.08	Deposit for Tenant Water & Sewer or Sewer only	\$210.00	\$216.00
Disconnect/Reconnect Fee (non-pay)	\$127.00	\$129.00	Deposit for Homeowner Water only	\$59.00	\$60.00
			Deposit for Tenant Water only	\$71.00	\$72.00

Minimum Bill Vacation Turn-Off/On



You may elect to have your water services turned off at the meter by requesting a temporary vacation turn-off. The request must be submitted in writing or in-person. There is a charge to turn-off the water and to turn the water back on. A minimum bill (base rate) will be charged each month per the Pasco County Ordinance "each bill for water service shall not be less than the minimum charge specified by the county rates". Email request to utilcustserv@pscocoountyfl.net.

Closing Your Account: A request for termination of services must be submitted in writing or in person three business days prior to the date of termination. If the request is not received in this manner, the account holder is still responsible for the account.

