

MAY, 2015

“FOCUSED ON SERVICE,
COMMITTED TO
EXCELLENCE”

COMMUNITY CONNECTION UTILITIES CUSTOMER INFORMATION & SERVICES

NEW ADMINISTRATION BUILDING FOR UTILITIES

Pasco County Utilities Offices Are Moving Soon

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Pasco County Utilities began plans for a new Utilities Administration Building in 2004. Due to the economic downturn, plans were delayed until estimated costs for building were reduced by several million dollars. On February 11, 2014, the Board of County Commissioners awarded the \$8,996,900 construction bid to Construction Technology Group. The project architect is Fleischman Garcia of Tampa. Notice to proceed was issued on February 14, 2014.

Utilities Administration, Engineering, and Fiscal Services will be located on the second floor of the new building. Customer Information & Services will be located on the first floor providing a five-seat curved service counter and a covered customer drive-thru with one service window and optional second lane for the future. The building has several conference rooms, break rooms and a well equipped training/education room. It is also environmentally efficient and will have a “Silver LEED’s” level design.

LEED stands for Leadership in Energy and Environmental Design. LEED projects are scored on a point scoring system where there are 100 possible base points distributed

across six credit categories:

- Sustainable Sites
- Water Efficiency
- Energy and Atmosphere
- Materials and Resources
- Indoor Environmental Quality
- Innovation in Design

There are 4 levels of LEED certification:

- Certified is 40-49 points
- Silver is 50-59 points
- Gold is 60-79 points
- Platinum is 80 points or more

The LEEDS certification is administered by the U.S. Green Building Council. More information can be obtained at this link:

<http://www.usgbc.org/leed>

LEED certification is the recognized standard for measuring building sustainability. Achieving LEED certification affects expenses over the entire life of the building. Many energy-saving features allow for the resizing or elimination of other equipment or reduce total capital costs by paying for themselves immediately or with a few months of operation.

Utilities services provided at 7536 State Street, New Port Richey, Florida will be provided at the new Utilities Administration Building at 19420 Central Blvd., Lake O’Lakes, Florida. The Administration offices will continue to be open Monday-Friday, from

8:00 a.m. to 5:00 p.m.

The Utilities Customer Information & Services (CIS) front office will be open Monday, Tuesday, Thursday & Friday 8:00 a.m. to 5:00 p.m. and Wednesday, from 8:00 a.m. to 5:30 p.m. The drive-thru will be open Monday-Friday, from 8:00 a.m. to 5:00 p.m. The phone numbers to contact Utilities CIS and the P.O. Box for mailing payments will remain the same.

Services will continue to be provided at each location, with more details being announced in future Newsletters. Payments will be accepted in all locations.

The goal is to reduce the requirement for Customers to come to the office by offering more online functionality. Currently, customers can view their account information and make payments at:

www.pascoeasympay.pascocountyfl.net

or customers can make a “Quick Payment” on-line. No fee is charged. Over the phone credit card payments are also available as well as Electronic Funds Transfers (EFT) for ease of payment. Payment by mail is also an option.

We are also working on an online application for residential customers that we hope to roll out soon.

Contact Information Customer Information & Services

Email:
Utilcustserv@pascocountyfl.net

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

Fax Number:
(727) 847-8972

Offices:
7536 State Street
Suite 118
New Port Richey, FL 34654

14236 Sixth Street
2nd floor
Dade City, FL 33523

2014 Pasco County Utilities

Consumer Confidence Reports

We're pleased to present to you this year's Annual Water Quality Report for water delivered in 2014. This report is designed to inform you about the quality water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We are committed to ensuring the quality of your water. If you have any questions about this report or would like to request a paper copy please contact our Customer Service Center at (727) 847-8131.

2014 Blanton Lakes CCR - bit.ly/CCRBlanton

2014 Blanton Lakes CCR Spanish - bit.ly/BlantonSP

2014 Crystal Springs CCR - bit.ly/CrystalSpr

2014 Florida Trailer Estates CCR - bit.ly/FLTrailerEst

2014 Hickory Hill CCR - bit.ly/HickoryHill

2014 Lake Jovita CCR - bit.ly/LkJovita

2014 Northeast 1 CCR - bit.ly/Northeast1

2014 Pasadena Shores CCR - bit.ly/PasadenaSh

2014 Pasco County Regional Water System CCR - bit.ly/PascoCtyRegional

2014 Pine Breeze CCR - bit.ly/PineBreeze

2014 Southeast 2 CCR - bit.ly/Southeast2

2014 Sunburst Hills CCR - bit.ly/SunburstHills

Visit the above sites to view reports.



QUICK PAYMENT

DOES NOT REQUIRE REGISTRATION

<https://pascoeasympay.pascocountyfl.net>

- ◆ **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, 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 paid 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.
- ◆ A billing adjustment can be requested for consideration for unexplained high consumption. Any and all unexplained high usage events will be handled on a case by case basis.

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

To view the official Pasco County 360 Newsletter, visit www.pascocountyfl.net