

“FOCUSED ON SERVICE,
COMMITTED TO
EXCELLENCE”

**COMMUNITY CONNECTION
UTILITIES
CUSTOMER INFORMATION & SERVICES**



Making Your Payment Through Your Bank? You must enter your 7 digit account number followed by your 8 digit customer number combined into one 15-digit number, with no spaces or dashes, on the bank payee form. Failure to provide information in “exactly” this manner will prevent your payment being sent electronically. Your payment will be sent in the form of a check, by mail, to Pasco County Utilities which will delay posting your payment to your account.

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Minimum Bill/Vacation Turn-off/on: You may elect to have your services turned off at the meter on a vacation temporary turn-off. The request must be submitted in writing or in person. There will be a turn-off fee and a turn-on fee, at the current charge, in addition to a monthly minimum bill. Email request to utilcustserv@pascocountyfl.net.

Contact Information

Customer Information & Services (CIS)

**Land O’ Lakes
CIS Branch**

location is not open for services at this time
(Only Drop Box is available for payments-no cash please)

Office Locations Open:

New Port Richey:
7536 State Street, Ste. 118
New Port Richey, FL 34654

Dade City:

14236 Sixth Street, 2nd Fl.
Dade City, FL 33523

Phone Numbers:

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

Fax Number:

(813) 345-3093

Email:

utilcustserv
@pascocountyfl.net

Close Account: A request for termination of services must be submitted in writing, or in person, 3 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. Email request to utilcustserv@pascocountyfl.net.



Avoid Disconnection. ACCOUNTS 60 DAYS DELINQUENT WILL BE DISCONNECTED FOR NON-PAYMENT. Payment not received within 60 days of the date rendered are subject to disconnection. All fees and charges must be paid to have services restored.





RECLAIMED WATER CUSTOMERS: Pasco County Utilities reclaimed water customers now have reclaimed meters. Utilities is currently reading the irrigation meters and, in the near future, will not only be providing customers their monthly potable water consumption, but also the reclaimed water consumption on your monthly billing statement. This is a good time to check your irrigation system.

IMPORTANT INFORMATION TO REMEMBER:

- ◆ An irrigation timer will run EVERY ACTIVE PROGRAM, not just the one that is currently selected on the display.
- ◆ Always delete un-needed irrigation programs when making changes to irrigation schedules.
- ◆ Check unused programs to ensure all other days and start-times are set to OFF.
- ◆ Even a momentary power-loss is enough to reset electronic clocks and timers. To protect against this, many irrigation systems have a back-up battery, designed to save timer settings in the event of a temporary power loss. Check your back-up battery. Check irrigation settings in the event of thunderstorms, power surges or power loss. Timers may reset to factory default settings.



October 1, 2015 Pasco County Utilities new rates will be in effect. The rates are calculated based on the fixed and variable expenses to provide service to Pasco County Utilities customers. A public hearing is held and the rates are approved by the Board of County Commissioners. Once approved, the rates can be viewed at

www.pascocountyutilities.com

The water/sewer rates will also be posted in the November, 2015 Community Connection Newsletter.



***Avoid the 10%
Late Fee:***

- ◆ *Avoid the 10% late fee by registering for Electronic Funds Transfer (EFT). Complete the electronic form at www.pascoeasypay.com. Continue to pay your bill until your monthly billing statement indicates that the amount due will be electronically transferred. **No more late fees!***
- ◆ Select "Quick Payment" for a fast, easy process. No charge! Pay on or before the due date on your monthly billing statement at:

<https://pascoeasypay.pascocountyfl.net>

[Remember Pasco County Library computers are available to make your payment](#)

- ◆ Pay by phone on or before the due date on the bill. Listen to the menu and select option # 3. **Customer Service Representatives cannot take payments over the phone.**



Prior issues of the Community Connection Newsletter are available at:

<http://www.pascocountyfl.net/index.aspx?nid=1322>