

RATE SCHEDULE FOR WATER, WASTEWATER, AND RECLAIMED SERVICE

WATER CONSERVATION BLOCK RATES

Rate Block	Consumption in Gallons Per ERC	Purchased Water Pass-Through Consumption Charge Per 1,000 Gallons	Hillsborough County Water Charge Per 1,000 Gallons	Total Monthly Usage Charges Per 1,000 Gallons
1	0 – 5,000	\$2.93	\$0.69	\$3.62
2	5,001 – 15,000	\$2.93	\$1.93	\$4.86
3	15,001 – 30,000	\$2.93	\$3.23	\$6.16
4	30,001 – or more	\$2.93	\$4.83	\$7.76

CUSTOMER BILL CHARGE

<u>Customer Class</u>	<u>Per Bill</u>
• All customer classes	\$4.08

WATER

Monthly Base Facility Charge

ERC (1 ERC=300 gallons per day) is the amount of water a typical single-family household uses each day.

<u>Customer Class</u>	<u>ERC Charge</u>
• Residential	
Single-family	\$8.48
Master-metered	\$8.48/ERC

ERCs are derived for master-metered residential projects by multiplying the number of residential units by the equivalent factor of 0.5 ERC per unit for water.

• Commercial	\$8.48/ERC
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ERCs are derived for commercial projects by dividing the 12-month average daily water flow in gallons by 300 gallons per day.

ERC – Equivalent Residential Connection

MONTHLY WATER USAGE CHARGES

The Southwest Florida Water Management District (SWFWMD) has the responsibility to preserve and protect the water resources of the region. It mandated that all water utilities adopt a water conservation rate structure by January 1, 1993.

The County's approved water conservation block rates apply to all potable water sold by the County to all single-family residential, master-metered residential, and commercial class customers.

Water Conservation Block Rates

Master-metered residential water customers, such as apartments and mobile home parks, pay water conservation block rates based on 1) the number of units, or 2) the county-wide average usage of all master-metered accounts.

Commercial water customers pay water conservation block rates based on their annual average usage during the previous calendar year, computed as the customer's average usage per ERC.

WASTEWATER

Monthly Base Facility Charges

ERC (1ERC=200 gallons per day) is the amount of wastewater a typical single-family household uses each day.

<u>Customer Class</u>	<u>ERC CHARGE</u>
• Single-family residential	\$13.71
• Master-metered residential	\$13.71/ERC

ERCs are derived for master-metered residential projects by multiplying the number of residential dwelling units by 0.7 ERC.

• Commercial	\$13.71/ERC
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ERCs are derived for commercial projects by dividing the 12 month average daily wastewater flow in gallons by 200 gallons per day.

Monthly Wastewater Usage Charges

<u>Customer Class</u>	<u>Per 1,000 gals</u>
• All Customer Classes	\$4.41

Single-family residential accounts have wastewater usage charges capped at 8,000 gallons for a one-month billing period.

Master-metered residential accounts have wastewater usage charges capped at 8,000 gallons per month for each ERC of average monthly usage.

RECLAIMED WATER

Monthly charges

- Single-family Committed Class \$9.00
- Metered Residential Base Facility Charge \$4.03

Residential metered usage charge (per 1,000 gallons)

0 - 5,000	\$0.26
5,001 - 15,000	\$0.42
Above 15,000	\$0.57

Monthly User Rates for Commercial, Multi-Family and Major Users are defined in the annual Rate Resolution

WATER CONSERVATION

For information on watering restriction and conservation, visit our website.

<http://hillsboroughcounty.org/en/residents/property-owners-and-renters/water-and-sewer/find-my-watering-days>

To report suspected water restriction violation call (813) 224-8993.

SPECIAL SERVICE CHARGES

Read/turn-on for establishing or transfer of account	\$25
Delinquent collection fee - Each attempt to collect	\$10
Interrupt Service Water	\$15
Wastewater	Actual Cost
Restore Service Water, next working day	\$15
Same day (at customer request)	\$30
Wastewater, next working day	\$30
Emergency turn off/on	\$30
Verify illegal consumption	\$25 + usage
Reinstall meter 5/8 inch through 1 inch	\$50
Larger than 1 inch	Actual Cost
Return Check/ACH Service Charge for Amount of Checks from:	
\$0.00 - \$50.00	\$25
\$50.01 - \$300.00	\$30
\$300.01 - \$800.00	\$40
\$800.01 – larger	5% of face value
Document recording costs	Actual Cost
Documentary stamps	Actual Cost
Re-read meter due to obstruction	\$20
Re-read read by customer request	\$20
Water volume test – 5/8” meter	\$25
Larger than 5/8” meter	Actual Cost
Bench test meter (customer request) 5/8 inch - 1 inch	\$40
larger than 1 inch	Actual Cost
Special handling/delinquent & final customer agreements	\$30
Missing/cut locks	\$20
Missing/cut locking device	\$20
Missing meter fee	<i>Pretap fee + est. usage</i>
Missing hydrant meter	<i>\$500 + est. usage</i>
Unauthorized connection	<i>\$100 + est. usage</i>

PAYMENT MUST BE MADE IN OFFICE PRIOR TO TURN ON.

Service charges for after hours increase to actual cost for available services between 5 p.m. and 8 a.m. on normal working days (Monday through Friday) and for all hours on holidays and weekends.

DEPOSITS

In order to establish service, a security deposit and connection fee are required at time of application. Deposit amounts vary by customer class and type of service. Failure to promptly pay monthly bills may result in a deposit increase up to three times the average monthly bill.

DEPOSIT WAIVERS

Residential – The County will consider a customer’s credit report score, provided by Public Utilities Department consumer reporting agency, in lieu of a cash deposit. **Commercial** - The County will accept a Surety Bond or a Letter of Credit in lieu of a cash deposit.

DEPOSIT REFUNDS

Single-family residential customers, who have established two years of service and have paid bills consecutively on time within the last 12 months, may request their deposit credited to their account. Deposits are applied to final bills when services are terminated or transferred to customer’s new account.

DISHONORED PAYMENTS

Payments not honored by the bank must be collected immediately, or your service will be interrupted. Customers with dishonored payments are required to make future utility payments with cash, money order, certified check, or credit card.

SET UP NEW SERVICE

In order to set up new service, customers will be required to provide a social security number or to visit one of our customer service centers to provide proof of identification to set up service.

PAYMENT OPTIONS

Make your checks payable to: Board of County Commissioners (BOCC)

WEB PAYMENTS:

Visit www.hillsboroughcounty.org and click on “Pay Your Water Bill Online.” You may pay by credit card (Visa, Mastercard, American Express, or Discover) or by check.

PHONE PAYMENTS:

To pay by phone using (Visa, Mastercard, American Express, or Discover), dial **276-8526**.

E-CHECK (PC BANKING):

Check with your financial institution to initiate this process.

RECURRING PAYMENTS:

Visit <https://iwr.hillsboroughcounty.org/hcweb> to apply for automatic monthly withdraw from your checking or savings account online.

MAILING PAYMENTS:

(Please do not mail delinquent payments or cash)

- Public Utilities Department
P.O. Box 30702
Tampa, FL 33630-3702

DROP BOX LOCATIONS: (No cash please) (All day Monday-Sunday)

- 332 N. Falkenburg Rd, Tampa
- 15610 Premiere Drive, Tampa
- Florida West Coast Credit Union
County Center Lobby
601 E. Kennedy Boulevard
(Monday-Friday 9 a.m. to 5 p.m.)

PAY YOUR BILL AT OUR BRANCH OFFICES:

(Monday-Friday 8 a.m. to 5 p.m.)

- 332 N. Falkenburg Road, Tampa
- 15610 Premiere Drive, Tampa

PAY YOUR BILL AT AMSCOT:

Hillsborough County Public Utilities’ customers can now pay their water/wastewater bills at all Florida AMSCOT locations.



PUBLIC UTILITIES Schedule of Rates

effective

JUNE 1, 2016

GENERAL INFORMATION

Visit our Website:

www.hillsboroughcounty.org/water/

After-Hour Emergencies 744-5600
(Evenings and Weekends)

Water Bill Calculator:

<https://water.hillsboroughcounty.org/accounts/watercalc.cfm>

For specific information about PUBLIC UTILITIES services press (600)

Florida Relay Service 1- 800-955-8770

Customer Assistance 272-6680

EMAIL Address:

waterdept@hillsboroughcounty.org

FAX Number (Northwest Site) 264-8914

FAX Number (So. Central Site) 635-7386