

# Utilities Customer Service

---

**Payment Office:** Payments can be made in person, by phone, or online. Customer service representatives are available in person Monday through Friday (except holidays) 9:00 A.M. To 4:00 P.M. or by phone, Monday through Friday (except holidays) 8:00 A.M. To 5:00 P.M. Payments made by phone are assessed a 5% convenience fee. In addition, payments may be placed in the drop box located in the south parking lot or next to the front entrance. Online payments are made by clicking on the "Pay Your Utility Bill Online" button from the home page.

## Residential Garbage Pickup:

All residential garbage is picked up on Tuesday, Wednesdays or Thursdays. Garbage should be placed street side by 7:00 AM on your scheduled collection day in the city issued cart. Please leave 4 feet of clearance on all sides of the cart. Any stolen carts or carts damaged due to neglect or misuse will be replaced at the account holder's expense. Garbage not placed in the cart will not be picked up.

**Collection days are as follows:**

- **Tuesday: North of West Main St & West of Northbound US 17**
- **Wednesday: South of West Main St & West of Northbound US 17**
- **Thursday: East of Northbound US 17**
- **Wednesday: Yard Debris (Do not use city provided carts)**
- **Friday: Residential Furniture (Max 2 pieces)**

## Trash pickup:

The City requires leaves and other yard debris be placed in bags or containers suitable for practical handling, any garden trash which cannot be practically placed in a container must be bundled prior to pick-up. **The City will not remove industrial/hazardous waste, construction debris, tires, appliances, or electronics.**

Additional information can be found in the City of Wauchula Garbage Guide (available upon request).

## Connection:

New connects can be requested online or in office. The following is required for all new services:

- Completed Application and Agreement
- Valid Government Identification
- Proof of Property Ownership (owners)
- Lease Agreement (tenants)

- Required Deposit
- \$25 Non-Refundable Processing Fee

## Disconnection:

The account holder shall notify the city, by phone or in person, between 8:00 AM and 3:00 PM to disconnect an account (except in the case of non-payment). Identification matching the information on file will be required to disconnect services.

**Any meter found to be manipulated by unauthorized individuals will be subject to a fee in the amount of \$300.**

## Deposits:

In order to determine a potential or current customer's deposit, the city of Wauchula will assess the credit risk of the customer using the screening tool ONLINE Utility Exchange at the point of application. The city will charge a deposit only to those customers who pose a credit risk.

- Applicants who pose no credit risk will not be charged a deposit
- Applicants who pose minimal credit risk will be charged a deposit equal to the average month's usage for the service address during the preceding twelve months.
- Applicants who pose substantial credit risk will be charged a deposit equal to two times the average month's usage for the service address during the preceding 12 months.

An existing utility account shall become subject to the deposit requirement when the account is delinquent in payment for two billing cycles within the preceding 12 billing cycles for the account. If a deposit is currently held for such an account which is lower than the deposit required for new accounts, then the incremental increase in deposit shall be collected. The payment of the additional deposit as assessed herein is required for continued service.

If a customer does not wish to have their credit checked, they will be required to pay the full deposit equal to two times the average month's usage for the service address during the preceding 12 months.

**Deposits for residential accounts:** Payments which are made on time for a period of two years, will be accepted as evidence of satisfactory credit. The deposit may be refunded upon request. All other deposits will be held until final account settlement. No interest will be paid on deposit.

## Bills- When Due and Delinquent:

Bills for utility service will be billed on a monthly basis. The bills shall be considered due and payable when mailed or emailed and shall be considered delinquent and subject to

disconnection without further notice the twenty-fifth (25th) day after the bill is mailed or emailed. The due date is printed on the bill.

Non-receipt of a utility bill by a customer shall not release or diminish the obligation of the customer with respect to payment thereof on time. If you do not receive your bill, contact our office. If the bill is not paid by the due date it will be sent out for collection and the full amount will be due.

Non-Payment Penalties:

- Credit Penalty (Applied the 1<sup>st</sup> business day following the due date)
- \$30 Late Fee (Applied at 10AM on the 4<sup>th</sup> business day following the due date)
- \$45 Cut Fee (Applied at 10AM on the 6<sup>th</sup> business day following the due date)
- \$60 Reconnection Fee (Applied when reconnection is made before 4PM)
- \$100 Reconnection Fee (Applied when reconnection is made after 4PM)

No reconnections will be made on the weekends or after 4:40PM on weekdays.

**This summary was designed only to give a brief description of services provided. It does not include all the provisions or requirements. If this outline disagrees with the City of Wauchula's Code of Ordinances in any way, the Code of Ordinances will govern.**