

HIGH WATER CONSUMPTION CONCERNS

Checking for Leaks and/or High Consumption:

Review "abnormal conditions" (lawn watering, extra guests, etc., for the previous two months). **Locate and read your water meter.**

Use the following simple procedure to detect water leaks that may exist on your property or inside your home:

1. Do not use any water source.
2. Read the water meter (from left to right) and record the numbers.
3. Wait 15 to 20 minutes and read the water meter again.
4. If the numbers change, a leak exists somewhere on the property. The next step is to locate the source and make all necessary repairs.

Toilet leaks are the most common type of leak. To check for a toilet leak, proceed as follows:

1. Check the water level in the toilet closet. **DO NOT FLUSH.**
2. Wait 30 minutes and recheck the water closet level. If the water level is **lower**, the water loss may be due to the flap not seating properly.
3. Checking for an overflow problem: Remove the water closet top and flush the toilet. The water level should fill-up one inch below overflow. If the water flows into the overflow device, simply adjust the float level.

WATER CONSERVATION

Conserving water in the home should be a priority for everyone. One drip of water can waste 20 gallons a day or a whopping 7,300 gallons a year. The information below is provided to help you determine how you can be more conservation conscious in your own home.

Water Fixture

Dishwasher
Clothes Washer
Toilet
Basin Faucets
Shower
Bath
Outdoor Hose

Water Consumption

15 gallons per cycle
25-35 gallons per cycle
1.6-7 gallons per use
2-5 gallons per minute
5-15 gallons per minute
25 gallons average
5-10 gallons per minute

****Lawn irrigation with potable water is strongly discouraged and is not subject to billing adjustment.**

10/1/11 Rev.

Printed on recycled paper

Things You Should Know About Utility Rates & Regulations



OFFICE LOCATION

5141 78th Avenue North
Pinellas Park, Florida 33781-2456

IMPORTANT PHONE NUMBERS

Office (727) 541-0711
Fax (727) 541-0811
24 Hour Information Line (727) 541-0700
After Hours Service (727) 541-0805 ext. 1722
Emergency After Hours (727) 541-0775

OFFICE HOURS

8:00 a.m. to 5:00 p.m.
Monday through Friday

Utility Rates Billed Each Month:

Water:

Minimum Bill			\$19.62
Each 1,000 gallons thereafter:			
	0	- 8,000	\$6.54
	8,100	- 10,000	6.97
	10,100	- 15,000	7.38
	15,100	- 17,000	7.80
	17,100	- 19,000	8.23
	19,100	+	8.64

Sewer:

Minimum Bill	\$24.39
Each 1,000 gallons thereafter:	8.13

Utility Tax:

10% of water charge billed to accounts located within city limits.

Surcharge:

25% of water and sewer charges billed to accounts located outside city limits.

Garbage and Recycling:

Residential garbage twice-weekly collection including residential recycling one time per week collection. \$10.13 + fuel surcharge*

* Fuel surcharge rate is subject to change monthly.

Reclaimed Water:

Minimum rate per month for 0-25,000 gallons used within city limits. \$9.09
\$0.28 additional per month for ea. 1,000 gallons thereafter
Minimum rate per month for 0-25,000 gallons used outside city limits. \$11.36
\$0.35 additional per month for ea. 1,000 gallons thereafter.

Stormwater

Single family residential	\$2.00
Non-Residential	4.00
Multi-unit residential behind a master meter	1.00
Multi-unit non-residential behind a master meter	4.00

Utility Billing:

Bills are issued monthly. Residential accounts are estimated every other month based on the previous two months consumption. In lieu of an estimated bill, a customer may submit a meter reading before billing. Utility bills are due when rendered. A ten percent penalty is added if not paid within 25 days of the bill date. A bill is considered paid only when payment is received before 4:00 p.m. on the 25th day. Accounts not paid within 40 days will be considered past due and service is subject to disconnect without further notice to the customer.

Turn On/Off Service:

Turn On: An authorized signature, deposit, legal identification, social security number, service address and turn-on-date are required when establishing service.

Turn Off: Permanent - An authorized signature, service address, turn-off-date, and forwarding address are required to discontinue service. The deposit will be applied to any amount due and a final bill issued. A refund check will be issued on a credit balance. Final bills are due when rendered.

Vacation/Temporary - All utility services provided and the billing for any or all-applicable service/s is suspended. A utility deposit will remain on the account until a permanent turn-off-date is provided and a final bill is issued.

Minimum Billing:

A minimum charge will be billed to all customers having active water service within the City of Pinellas Park Utility System, regardless of whether or not the premises is occupied. The City will consider an account active unless a service order, signed by the owner or authorized agent of the property, instructs the City to discontinue service.

Refuse and Recycling Collection:

Refuse collection service is mandatory within the City limits of Pinellas Park. Residential solid waste collection is performed twice weekly with recycling included on one of the two scheduled pick up days. Residents should place containers curbside by 7:00 a.m. on collection day. Authorized containers would include; thirty-five gallon cans (equipped with handles and a lid), tied plastic bags. The weight of each container/bag may not exceed 50 pounds. Brush must be tied, bundled and placed curbside for collection. Brush bundles may not exceed three feet in length and no single limb may exceed three inches in diameter. White goods, such as furniture and/or appliances, are collected curbside on your regularly scheduled trash collection days. Automotive parts, construction and building materials and hazardous wastes are prohibited materials and will not be collected curbside. Contact the Utility Billing Division for information regarding proper disposal of these types of materials.

Customer Liability for Water Leaks:

The customer is responsible for maintaining the water service from the house side of the water meter to the home. Excessive water loss resulting from poor maintenance could cause a discontinuance of service until necessary repairs are made. Water leaks involving the sewer system are not subject to a billing adjustment.

Filling of Swimming Pools:

An exception to sewer charges for filling swimming pools may be secured by calling for a meter reading 24 hours before filling the pool. A charge of \$4.00 will be billed to cover the added service cost. Limit one credit per year.

Access to Water Meter:

The area where the meter is located is the responsibility of the customer to maintain. Keep grass, weeds and excess dirt under control. A water meter located behind a fence must be made accessible to City meter reading personnel.

