



## RESIDENTIAL CUSTOMER MONTHLY WATER/SEWER RATES

Effective October 1, 2010

<b>Water Rates</b>	<b>Inside City Limits</b>	<b>Outside City Limits</b>
Customer Charge (Per Meter)	\$ 2.94	\$ 3.68
Capacity Charge (Per Unit)	\$12.78	\$15.97
<b>Total Base Charges</b>	<b>\$15.72</b>	<b>\$19.65</b>

<b>Water Usage Fees</b> (added to base charge)	<b>Inside City Limits</b>	<b>Outside City Limits</b>
Zero to 3,000 gallons	\$0.00	\$0.00
4,000 to 12,000 gallons	\$1.25 for each 1,000	\$1.56 for each 1,000
13,000 to 25,000 gallons	\$2.00 for each 1,000	\$2.50 for each 1,000
26,000 to 50,000 gallons	\$3.50 for each 1,000	\$4.38 for each 1,000
Above 50,000 gallons	\$4.50 for each 1,000	\$5.63 for each 1,000

<b>Sewer Fees</b>	<b>Inside City Limits</b>	<b>Outside City Limits</b>
Capacity Charge (Per Unit)	\$18.04	\$22.55
Commodity Charge	\$ 3.3917 for each 1,000 up to a maximum of 12,000	\$ 4.24 for each 1,000

**Commodity Charge - (All meter consumption per 1,000 gallons)**  
**Maximum Charge of 12,000 gallons per unit**

CUSTOMERS ARE REQUESTED TO

**MAIL PAYMENTS TO:**

**City of Delray Beach  
Water Department  
P.O. Box 7959**

**Delray Beach, Florida 33482-7959**



# THE CITY OF DELRAY BEACH FLORIDA

**Utility Billing Customer Service Location:**

**Delray Beach City Hall  
100 NW. 1st Avenue  
Delray Beach, Florida 33444**

**UTILITY BILLING CUSTOMER SERVICE INFORMATION**

*Photo by Dolores Egan  
Re-ImagePhoto.com*

*Design by B. Flynn, Finance Department*

## UTILITY BILLING CUSTOMER SERVICE INFORMATION

### **Our Mission:**

The Utility Billing Division has a commitment to provide our water/sewer and sanitation customers with courteous and efficient service at all times as we strive toward our ultimate goal of total customer satisfaction. We are responsible for servicing over 21,150 utility accounts in Delray Beach. Our customer service representatives are available to answer your questions each business day between 8:00 a.m. and 5:00 p.m. in our lobby office in City Hall.

### **Billing Remittance Advice:**

Your bill is due upon receipt. If we receive payment within thirty (30) days of the billing date, you will avoid any delinquent penalties. If your payment is received after thirty (30) days a \$5.00 late penalty will be assessed. If your account has a past due balance, you will receive a past due reminder notice. If you receive a past due reminder notice, payment must be received within eighteen (18) days to avoid service disconnection. If your service has been disconnected for nonpayment, payment of the entire balance due on your account plus any late penalties and reconnection charges must be in our office before we can schedule the reconnection of your service.

### **Payment Options:**

As an additional convenience, customers may drop their payments, service requests, applications or correspondence in our 24 hour night depository located in front of City Hall or in the drop-off box located in the lobby. Customers may also pay by credit card via the telephone system or the Internet at [www.mydelraybeach.com](http://www.mydelraybeach.com)

***If you require additional information on water billing, please call  
Utility Billing Customer Service at 243-7100.***

### **Garbage and Trash Collection Information**

Waste Management is contracted to collect the garbage, trash and recycling for the City of Delray Beach. Charges are applicable each and every month without regard to usage or occupancy.

***For information on collection days, visit our web site or  
Contact Waste Management at 278-1717***

#### Garbage and Trash Collection Rates

Service Type	Description	Rate
A	Roll Out Carts	\$12.62
B	Rear / Side Door	\$22.14
C	Curbside Disposable Containers	\$ 9.65
D	Multi-Family	\$ 6.07

## WATER/SEWER SERVICE

### **How to Start Your Service:**

A DEPOSIT must be received prior to the initiation of utility service. Deposit amounts vary according to meter sizes as follows:

#### **SINGLE FAMILY-MULTI FAMILY - COMMERCIAL / IRRIGATION**

<u>Meter Size</u>	<u>Inside City</u>	<u>Outside City</u>
3/4"	\$100.00	\$125.00
1"	100.00	125.00
1 1/2"	150.00	187.50
2"	175.00	218.75
3"	200.00	250.00
4"	275.00	343.75
6"	475.00	593.75
8"	675.00	843.75

Water service can be connected the same day that the deposit is received. Utility charges are applicable each and every month, without regard to usage or occupancy. If an account is canceled and service is resumed, the customer will be back-billed for all utility service for each and every month the utility service was discontinued.

### **Service Charges:**

**\$15.00** service charge is assessed to each new account regardless of any previous account (s).

**\$20.00** service charge is assessed to each account that has been discontinued due to non-payment OR if the customer's name appears on the Non-Payment Disconnection Listing which is distributed internally.

**\$20.00** service charge is assessed to each account for a returned check.

**\$40.00** after-hour service fee will be charged for requests to have water turned on after regular working hours.

**\$5.00** late payment fee will be assessed when payments are received after the delinquent date.

**\$15.00** charge will be assessed for each meter re-read if requested by the customer in excess of three such requests in one month.

### **Residential Reclaimed Water Rates:** (Charge per 1,000 gallons)

Zero to 25,000 gallons = \$1.00    26,000 to 50,000 = \$2.00    51,000 and Over = \$2.50

**Your Consideration is Appreciated**

**REMEMBER THAT IT IS THE CUSTOMER'S RESPONSIBILITY TO ENSURE THAT  
THE WATER METER REMAINS ACCESSIBLE AT ALL TIMES TO THE CITY STAFF  
FOR READING AND REPAIRS.**