



Schedule of Rates

Effective October 1, 2020

CUSTOMER SERVICE CHARGE

Customer Class	Per Premise Billed
All Customer Classes	\$4.69

WATER

Monthly Base Facility Charge

Customer Class	ERC Charge	Customer Class	ERC Charge
Residential		Commercial	\$9.76 per ERC
Single-family	\$9.76	ERCs are derived for commercial projects by dividing the 12-month average daily water flow in gallons by 300 gallons per day.	
Master-metered	\$9.76 per 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.	

ERC – Equivalent Residential Connection (1 ERC=300 gallons per day) represents an average daily potable water flow of a single dwelling.

MONTHLY WATER USAGE CHARGES

The Southwest Florida Water Management District (SWFWMD) preserves and protects the region’s water resources. 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 countywide 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.

Rate Schedule for Water, Wastewater, and Reclaimed Water 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	\$3.02	\$0.80	\$3.82
2	5,001 – 15,000	\$3.02	\$2.22	\$5.24
3	15,001 – 30,000	\$3.02	\$3.72	\$6.74
4	30,001 – or more	\$3.02	\$5.56	\$8.58

WASTEWATER

Monthly Base Facility Charges

ERC – Equivalent Residential Connection (1 ERC=200 gallons per day) represents an average daily wastewater flow of a single dwelling.

Customer Class	ERC Charge	Customer Class	Per 1,000 Gallons
• Single-family residential	\$15.77	All Customer Classes	\$5.08
• Master-metered residential	\$15.77 per ERC	Single-family residential accounts have waste-water usage charges capped at 8,000 gallons for a one-month billing period.	

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

Monthly Wastewater Usage Charges

Commercial \$15.77 per ERC
ERCs are derived for commercial projects by dividing the 12 month average daily wastewater flow in gallons by 200 gallons per day.

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

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

Residential metered base and usage charges (per 1,000 gallons)

Base Facility Charge		\$4.64
Block Rates	0 - 5,000	\$0.29
	5,001- 15,000	\$0.48
	Above 15,000	\$0.66

WATER CONSERVATION

For information on watering restrictions and conservation visit HCFLGov.net/Water and click on “Find My Watering Days.”

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
Re-install 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 - \$50	\$25
\$50.01 - \$300	\$30
\$300.01 - \$800	\$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 by customer request	\$20
Water volume test – 5/8 inch meter	\$25
Larger than 5/8 inch meter	Actual cost
Bench test meter (customer request)	
5/8 inch - 1 inch	\$40
larger than 1 inch	Actual cost
Special handling/delinquent and final customer agreements	\$30
Missing/cut locks	\$20
Missing/cut locking device	\$20
Missing meter fee	Pre-tap fee + est. usage
Missing hydrant meter	\$500 + est. usage
Unauthorized connection	\$100 + est. usage

PAYMENT MUST BE MADE IN OFFICE PRIOR TO TURN-ON.

After-hours service charges increase to actual cost for available services between 5 p.m. and 8 a.m. on weekdays 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 be credited to their account. Deposits are applied to final bills when services are terminated or transferred to a 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

To set up new service, customers must provide a Social Security number or visit one of our customer service centers to provide proof of identification.

PAYMENT OPTIONS

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

WEB PAYMENTS:
HCFLGov.net/WaterBill
(Visa, Mastercard, American Express, or Discover) or by check.

PHONE PAYMENTS: To pay by phone using (Visa, Mastercard, American Express, or Discover), dial **(813) 276-8526**.

E-CHECK (ONLINE BANKING): Contact your financial institution to initiate this process.

RECURRING PAYMENTS: Visit HCFLGov.net/WaterBill to apply for automatic monthly withdrawals from your checking or savings account.

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 Road, Tampa
- Florida West Coast Credit Union
601 E. Kennedy Blvd., County Center Lobby
Monday - Friday 9 a.m. to 5 p.m.

PAY YOUR BILL AT OUR BRANCH OFFICE:
Monday-Friday, 8 a.m. to 5 p.m.

- 332 N. Falkenburg Road, Tampa

PAY YOUR BILL AT AMSCOT: Hillsborough County Public Utilities’ customers can now pay their current water/wastewater bills at all Florida AMSCOT locations.

GENERAL INFORMATION

After-Hours Emergencies
(Evenings and Weekends): **(813) 744-5600**

Website: HCFLGov.net/water

Water Bill Calculator: Visit HCFLGov.net/Water and click on “Water Bill Calculator”

Florida Relay Service: (800) 955-8770

Customer Service: (813) 272-6680

Email Address: WaterDept@HCFLGov.net

FAX Number: (813) 635-7387



**Hillsborough
County Florida**

HCFLGov.net