

## Utility Policies City of Ormond Beach, FL

### **Billing Cycle**

City Utility bills are rendered on a monthly billing cycle following your meter read date. If you do not receive your monthly utility bill, please contact Utility Customer Services promptly at 386-676-3209.

### **Late Payment Charges**

A 10% late fee is charged on balances not paid within 20 days from the billing date. Applicable charges will appear on your next billing. If your late fee date falls on a weekend or holiday, your payment must be made by the prior business day to prevent a late fee charge to your account.

### **Payments (When Credited)**

Payments mailed to the City's payment processing center are credited to your account on the date received.

Payments placed in the drop box are credited to your account the following business day.

Payments received in the Finance Department office prior to 2:00 pm are credited to your account on the same day. Payments received after 2:00 pm are credited the following business day.

### **Drop Box**

Payment by check or money order may be placed in the City's drive-by drop box at City Hall, 22 S. Beach St. The drop box is located in the driveway median behind the Finance Department in the City Hall parking lot.

### **Bank Drafting Program**

For your convenience, you may set up your utility account(s) for automatic payment from your bank account. Payments are drafted from your account on the payment due date listed on each bill. Call Customer Service at 386-676-3209 to sign up for the program.

<http://fl-ormondbeach.civicplus.com/DocumentView.aspx?DID=1581>

### **Credit Card Acceptance**

For your convenience, the City accepts debit cards and credit cards for utility deposits and payments on your utility accounts. Debit and credit cards are accepted on-line, in person or via telephone.

### **Non-Pay Collection Fee / Service Disconnection**

If your bill has a previous balance, your account is past due and subject to disconnection without further notice. Please contact our Utility Customer Service Department immediately at 386-676-3209.

Services may be disconnected by reason of non-payment of utility billing. Services, once disconnected, will not be reconnected until the outstanding balance, including past due and current charges, on the account together with the collection charge is paid in full.

Any bill not paid within 30 days of the billing date is delinquent and subject to immediate cutoff without notice. There is a \$15 collection fee if a City employee arrives at a service location to effect a disconnection of service for non-payment.

The service charge is \$50 if the City responds to a request for reconnection of service after 4:30 pm or on weekends or holidays.

The City reserves the right to terminate services and apply the customer's deposit amount during final billing as a result of delinquency. The customer may then apply for reinstated services by payment of the balance due, associated service charges and placement of a current deposit amount (determined by City ordinance) on the account.

#### **Pool Fill Adjustments**

An adjustment to sewer charges will be placed on the account following confirmation of a pool filling and the amount of water used to fill the pool. There is a \$15 service charge for a pool filling sewer adjustment.

#### **Account Finals or Service Transfers**

Please notify Utility Customer Services, Finance Department, City of Ormond Beach, 22 S. Beach St., regarding account finals, service transfers, or temporary disconnection of services.

Final billings - Upon termination of utility services with the City we will begin processing your final billing. Your deposit will be applied to your final bill and a refund, if applicable, will be mailed to the address you furnish to the City. This process takes 3-5 weeks depending on the date you terminate service in relation to the City's billing cycle.

There is a \$15 service charge for new accounts opened, service transfers or a return vacation cut-on.

#### **Change of Mailing Address or Other Correspondence**

Please call Utility Customer Services at 386-676-3209 or mail your address change request to:

Utility Customer Services  
Finance Department  
City of Ormond Beach  
P.O. Box 217  
Ormond Beach, FL 32175-0217

### Returned Checks

Checks returned to the Finance Department due to insufficient funds/closed accounts will result in a returned check fee in accordance with City Code and State Statute as follows:

Amount of Check	Fee Charged
Up to \$50.00	\$25.00
\$50.00 - \$300.00	\$30.00
\$300.00 - \$800.00	\$40.00
Over \$800.00	5% of the Check Amount

Returned checks are automatically re-deposited. Checks written on closed accounts or returned a second time may result in immediate disconnection of service and a \$15 service charge for an extra service call in addition to above fees.

### Utility Deposits

A utility deposit is required to establish or re-establish service for all water, irrigation, and sewer services per City ordinance. This deposit is to be applied against the final charges on the customer's utility billing. The deposit is retained by the City, in a segregated account. The interest earned will be credited to the customer on their bill. Current City Ordinance requires the following deposit amounts:

Meter Size(inches)	WA deposit	SW deposit
3/4	\$75.00	\$75.00
1	\$100.00	\$100.00
1 1/2	\$150.00	\$150.00
2	\$375.00	\$375.00
3	\$600.00	\$600.00
4	\$775.00	\$775.00
6	\$1,275.00	\$1,275.00

### Meter Box Areas

All meter box areas are to be kept free from vegetation and debris. Failure to maintain clearance to meter box areas for City Meter Readers will result in a \$15 extraordinary service charge per City ordinance. Failure to maintain access to your property for meter reading / servicing will result in a \$15 extraordinary service charge per City ordinance.

### North Peninsula Residents

If you live on the beachside north of Sandcastle Drive to the County line, you are outside the City limits. The City of Ormond Beach provides water services only in the North Peninsula area.

The County of Volusia provides garbage / recycling services to residents outside the City limits. The phone number for garbage services in the County area is 386-257-6021.