

We are pleased to have you as a customer of Sarasota County Utilities.

We provide service to approximately 75,000 water connections and 57,000 sewer connections in Sarasota County.

Our Vision...."Provide for sustainable water resources while balancing the needs of nature and people".

Where does our water come from?

Sarasota County utilizes several sources for drinking water. Treated water is purchased from Manatee County, which utilizes the Manatee River and wells as its source. Sources inside Sarasota County include wells along University Parkway and wells on the T. Mabry Carlton, Jr., Reserve where our treatment plant is located. We purchase treated water from the Peace River/Manasota Regional Water Supply Authority, which uses the Peace River as its water source.

What other services do you provide?

The Solid Waste Division handles garbage collection and recycling for over 143,900 properties within Sarasota County. You must contact them with any questions regarding garbage and recycling service. You can call them at (941) 861-5000.

Who do I contact if I have a concern or question?

Our purpose is to provide you with quality service and excellent customer care. Should misunderstandings or mistakes occur, we welcome the opportunity to review the matter so problems can be corrected or clarified. We welcome suggestions concerning how we may improve our service to you. If you have questions please feel free to contact one of our Customer Service Representatives at (941) 861-6790, email Utilitybill@scgov.net, or you may visit our web site at www.scgov.net.

Cashier Office Hours/Locations

We have 2 cashier locations. 1301 Cattlemen Road, Building A in Sarasota and 4000 S. Tamiami Trail Room 122 in Venice. Hours at both offices: Monday, Tuesday, Wednesday and Friday 7:30 a.m to 4:00 p.m and Thursday from 7:30 a.m. to 3:30 p.m. We are closed on most legal holidays.

Phone Numbers

Our Customer Service office phone number is (941) 861-6790. Call this number for questions regarding your bill, changes to your account, and transferring or closing your account. Phone hours are Monday -Thursday 8:30 a.m. to 4:30 p.m. and Friday 9:00 a.m. to 4:30 p.m.

General Information: (941) 861-6790

Recycling: (941) 861-5000

Keep Sarasota County Beautiful Program: (941) 861-5000

Garbage Collection: (941) 861-5000

Water Emergencies: (941) 861-0573

Correspondence

Please direct all correspondence to:

SARASOTA COUNTY ENVIRONMENTAL SERVICE (S.C.E.S)
CUSTOMER SERVICE OFFICE
P. O. BOX 2553
SARASOTA, FL 34230-2553

DO NOT mail payments to this address unless directed to do so by our office. Payments should be mailed to the payment-processing center at the Tampa address printed on the reverse side of your monthly statement.

What will my water and/or sewer service cost per month?

Most customers, especially if new to Sarasota, want to know how much a water and/or sewer bill is likely to be per month. In an effort to promote efficient water use we have adopted *Conservation Rates*. This means that the more water you use, the higher the billing rate. Below are the billing rates for single-family homes and individually metered residential units:

Water Rates (see explanations below)

Base Charge per Month/No Usage	\$13.54
Billing Charge	\$ 1.75
Consumption Charge, per 1,000 gallons:	
1 – 4,000 gallons	\$ 2.32
4,001 – 8,000 gallons	\$ 2.93
8,001 - 12,000 gallons	\$ 5.08
12,001 - 18,000 gallons	\$ 8.40
18,001 gallons or over	\$11.73

Please note: Some of our customers are provided sewer service from a private franchise utility, therefore the sewer rates shown will not apply. You will need to contact the appropriate utility for their sewer billing rates. Please contact us if you do not know which utility provides your service.

Sewer Rates

Base Charge per Month/No Usage	\$14.17
Consumption Charge, per 1,000 gallons:	\$ 7.17

NOTE: Sewer consumption is capped at 10,000 gallons for individually metered residential accounts.

As an average, you should calculate approximately 3,000 gallons of water usage per month, per person, in the home. This average varies depending on conservation measures, the number of adults, the number and age of children, the use of a washing machine or dishwasher and other factors. This does not include usage for lawn irrigation or a swimming pool. Using the table below you can estimate your usage and billing amounts:

Consumption/ Per 1,000 gallons	Water Only	Water & Sewer
No Usage (*)	15.29	29.46
1,000	17.61	38.95
2,000	19.93	48.44
3,000	22.25	56.68
4,000	24.57	67.42
5,000	27.50	77.52
6,000	30.43	87.62
7,000	33.36	97.72
8,000	36.29	107.82
9,000	41.37	120.07
10,000	46.45	132.32
11,000	51.53	137.40
12,000	56.61	142.48
13,000	65.01	150.88
14,000	73.41	159.28
15,000	81.81	167.68

*Please note the above charges are in thousands of gallons, however we bill in hundred gallon increments. Actual costs may vary, according to usage.

Base charge: This charge, also known as the readiness-to-serve charge, covers the fixed costs of operating our utility even before you use any water or generate any sewage. This charge includes such things as our costs of electricity, maintenance and personnel. This charge is billed each month.

Billing charge: This charge covers the cost of reading the meters, issuing a bill, postage and other costs associated with billing. We show this charge separately on your bill. Most utilities have separate costs for billing but do not generally show it as a separate item on your bill.

Consumption charges: The consumption charge is the fee associated with your usage. You only pay these charges if water and/or sewer are used. This charge covers the costs to treat the water for drinking purposes and dispose of wastewater as required.

Security Deposits

At the time of application for service you may have been required to pay a security deposit or to have a security deposit

billed to your account. A deposit is required for all customers that do not have a recent payment history with our office or are unable to meet our credit criteria. On rare occasions, we may require an additional deposit amount due to an unsatisfactory payment record on the account. Security deposits remain on the account for a minimum of 12 months and will be credited to the account after payment of the 12th month's bill, provided you have not:

- Made more than one payment more than 10 days after the due date;
- Been disconnected for non-payment;
- Paid with a check refused by a bank;
- Tampered with the water meter; or
- Used service in a fraudulent or unauthorized manner

Upon termination of service, if the deposit has not been refunded, all outstanding balances will be deducted from the deposit and a refund check will be issued, if applicable.

Security deposits can be waived by providing name and previous address information so that we may run a credit check through Equifax Credit Reporting.

Late Payments and Disconnection of Service

- Billing is done approximately on a 30-day cycle.
- Payment is due within 15 days of the billing date; however, payments are considered current if paid by the 25th day.
- A late charge is assessed after 25 days. The late charge is 1.5% of any unpaid balance.
- Service disconnection will occur should any previous balances indicated on the second month's bill not be paid by the due date indicated on that bill.
- A \$40.00 disconnect/reconnect charge will apply to accounts disconnected for non-payment.
- Due to security reasons we do not collect payments at your home.
- We understand circumstances differ with each customer, so if payment is delayed, please contact our office to make payment arrangements. **Payment arrangements cannot be made after disconnection has occurred.**

Bill Statements

Your bills are mailed monthly. In order to achieve the maximum postal discount, your bills are mailed based on geographic area, so unfortunately you cannot choose your billing date. Bills are issued approximately the same day each month, although dates do vary slightly since we do not bill on weekends or holidays. If at anytime you do not receive your bill, you can call us at (941) 861-6790 and request a duplicate.

Your first bill will show a \$15.00 service charge. This is a one-time charge upon activation of service or transfer of service from one address to another. To ensure proper credit to your account include only the upper portion of your bill with the payment and write your account number on your check or money order. **Please do not send cash in the mail.**

How do I pay my bill?

We have several different payment methods. Pick the one that suits you.

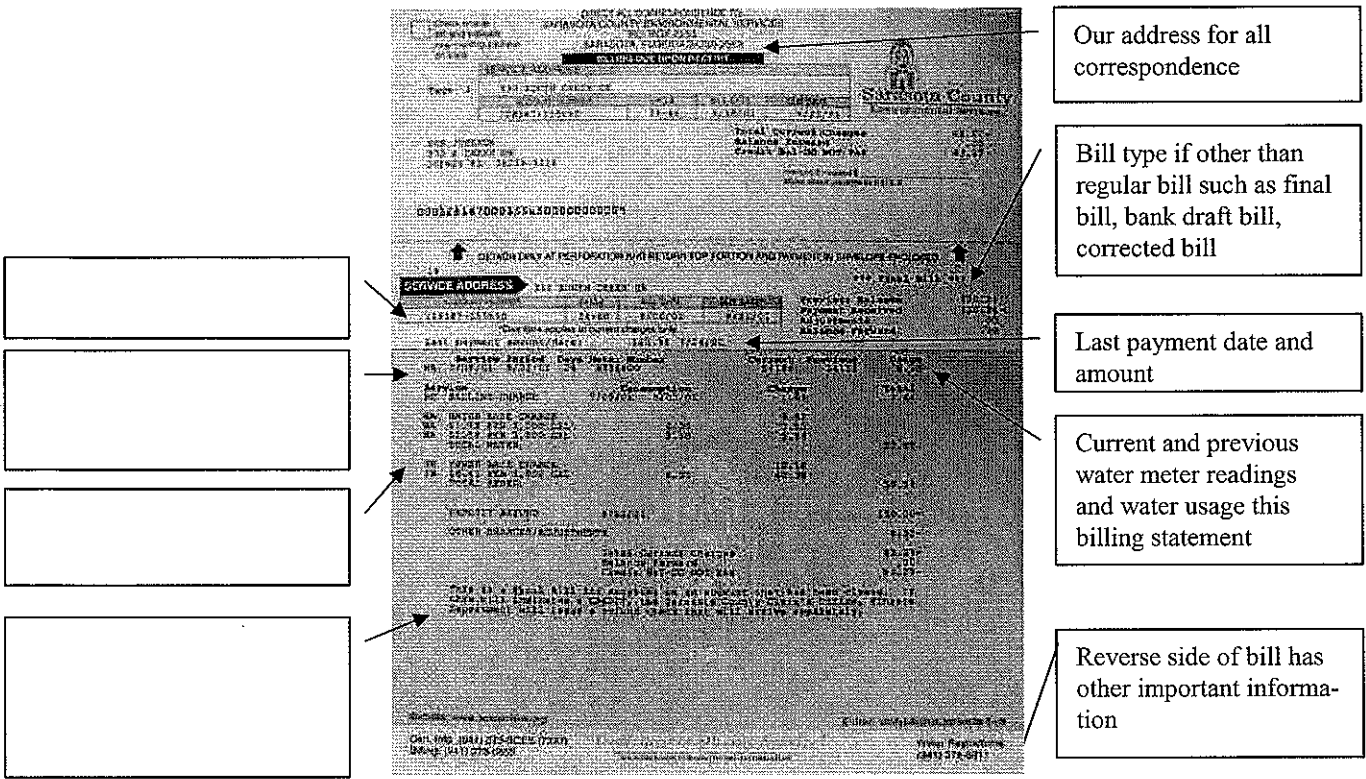
- **By Mail**
Payments should be mailed in the envelope provided with the bill. The payment coupon has the mailing address pre-printed to go directly to our payment-processing center in Tampa. Please allow five days when paying by mail.
- **In Person**
Payments can also be made at our cashier office locations at 1301 Cattlemen Road, in Sarasota or 4000 S. Tamiami Trail in Venice. These offices also have 24-hour payment drop boxes.
- **Rapid Pay** (automatic deduction from your checking or savings account)
We offer this service after completion and return of a Rapid Pay application along with a **voided** check. An application is provided in this package.
- **By Credit or Debit Card** We accept VISA, MASTERCARD and DISCOVER.
- **Online payment.** You may access H202GO our 24-hour account access by visiting us at www.scgov.net. Click on [Pay Your Water Bill](#) (located on the left side of the screen)
- **Pay by Phone.** You may access your account through our automated phone system by dialing 861-6521. You can check balance information, make payments via Visa, MasterCard or Discover and have reports faxed to you.

How do I read my bill?

Upper portion of bill is your payment coupon.

Return this portion to us

C:\Documents and Settings\prcessors\Local Settings\Temporary Internet Files\Content.Outlook\Y3CIZMOA>Welcome Packet 6-1-2009.doc



How does my water meter work?

In most cases we do not have to enter your property to obtain a meter reading. In the rare locations where we must come onto your property, our meter readers wear uniforms with the County logo. Our personnel also have County identification cards and will gladly display them at your request.

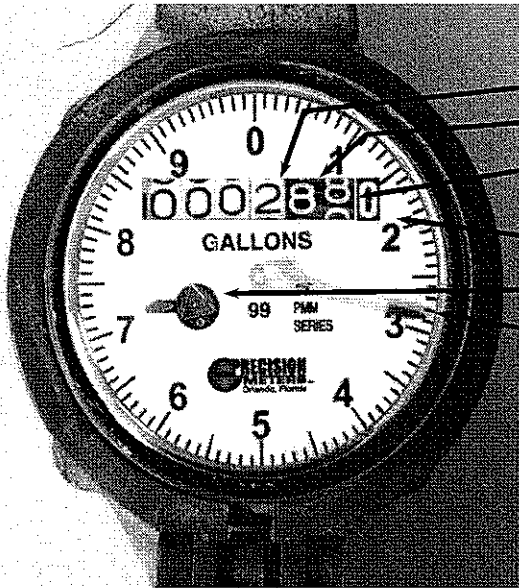
The majority of our water meters are located near the street in a meter pit. The meters are read on a monthly basis and we strive to read them on or near the same day each month, however this is not always possible due to weekends, holidays, inclement weather, or circumstances beyond our control. We seldom estimate readings unless we must. If your bill is estimated, an **E** shows next to the number of days in the billing period. If you do not wish to pay an estimated bill, you may read your water meter and provide the reading to our office. A corrected bill will be issued.

Meters are read in the hundreds of gallons although most meters register to the individual gallon. We encourage you to read your water meter regularly, not only to verify our meter reading accuracy, but also to detect any possible leaks that waste water and would increase your next bill. Water usage is calculated by subtracting last month's reading from this month's reading. The difference is the water consumption in gallons.

The meter dial is read like an odometer of a car (see picture on next page) consisting of a row of numbers from left to right. Since these meters are located in the ground they are often covered with dirt, leaves or other debris. Should you have any problems locating your meter or obtaining a reading, call (941) 861-6790 for assistance or to schedule a meter reader to meet with you. Water meters do vary by manufacturer, so yours may be slightly different.

Water meters are manufactured to be extremely accurate; however, they do have a tendency to slow down with age and therefore not register all water usage. Most meters are guaranteed accurate for 10 years or 1 millions gallons, whichever comes first. Sarasota maintains a water meter replacement program to replace worn, old or slow meters on a regular basis.

Water Meter Register



- Thousand-gallon register (Reading: 2)
- Hundred-gallon register (Reading: 8)
- Ten-gallon register (Reading: 8)
- Stationary Zero (not used)
- Flow indicator turns when water is being used.
- Single gallon indicator (Reading: 3)

This meter has registered almost 2,883 gallons since being manufactured. Since we read only in 100-gallon increments our reading would be 28

Please note that water meters are the property of Sarasota County and must be accessible to our staff at all times. Although we allow our customers to obtain meter readings, any tampering, removal of the meter or meter lock, or deliberate damage to the meter is subject to a penalty of up to \$300 per occurrence and possible legal action per Florida State Statute 812.14.

We are going away for an extended time. What are our options?

Seasonal Service

Sarasota County has adopted *continuous* billing which means you will be billed a base service charge during the months you are away. You can, however, have us turn off your water meter, thus ensuring that no water is used during your absence. This measure prevents flooding and damage in the event of a plumbing leak. There is a charge of \$10.00 for this service. You will still receive a bill each month. If you do not wish to take advantage of this service we suggest you turn your main water valve off while you are away. Every year hundreds of our customers receive high water bills caused by leaks, malfunctioning irrigation systems, vandalism, or other circumstances. Any water flowing through the water meter is your responsibility even if you are not at the home, however we do offer billing adjustments for circumstances beyond your control.

Seasonal Mailing Address

Our current billing system allows us to record two mailing addresses. Therefore you do not need to contact us each year to change your mailing address as long as the dates you are away remain the same. You can contact our office to provide this information. We recommend that you provide your secondary address so that your mail will not be forwarded. Forwarded mail can be delayed several days.

What if I have a high bill?

We understand that some circumstances may cause a high water bill. We offer billing adjustments when this happens if you contact our office in writing and provide documentation stating that the reason for the high consumption has been rectified. Although you may be required to pay for any water used, we will offer you this usage at a reduced rate. If you are unsure of the reason for your high bill, please contact us for help in determining the possible reason for the high water use.

Here are some circumstances we offer billing adjustments:

- **Plumbing Leak**
Recalculation of water charges and adjust sewer to average usage if leak did not generate sewer flows.
- **Toilet Leak**
Recalculation of water charges portion of your bill.
- **Irrigation System Leak or Malfunction**
Recalculation of water charges and adjust sewer to average usage.
- **Vandalism**
Recalculation of water charges and adjust sewer to average usage.

- **Swimming Pool Filling or Repair**

Adjust sewer charges to average (**NO** adjustment provided for water used). "Topping off" your pool does not qualify for an adjustment.

Additional adjustments may be requested depending on special circumstances, amount of water used and amount of bill. Contact our office at (941) 861-6790 for more information.

We have questions about our water quality. Who can we contact?

Each year we publish an annual water quality report. You may contact our office at (941) 861-6790 for the latest edition. If you have immediate water quality problem please contact us so that the problem can be investigated.

Do we need a water softener or other water treatment system?

Water softeners and water treatment system purchase and installations are a personal decision. Our water quality meets and exceeds all State and Federal standards

What are the Current County water restrictions?

- Even numbered addresses or letters A-M may water on Tuesdays.
- Odd numbered addresses or letters N-Z may water on Thursdays.
- Irrigation is prohibited between 8 a.m. and 6 p.m. on any day for properties under 2 acres in size. Hand watering is also prohibited during these times.
- Irrigation is prohibited between 10 a.m. and 4 p.m. for properties greater than 2 acres in size. Hand watering is also prohibited during these times.
- To report watering violators, call 941-861-5000.

What is Reuse or Reclaimed water?

Reclaimed water, sometimes called reuse water, comes from wastewater treatment plants where it has undergone treatment and purifying. This water is reused for landscape irrigation. Extensive treatment and disinfections ensure that public health and the environment are protected. Sarasota County's reclaimed water meets or exceeds the State of Florida Department of Environmental Protection requirements. More than 80 percent of Sarasota County wastewater is reused. This supplies more than 2,300 single-family homes, 10 multi-family developments, medians, common areas, parks, 19 golf courses and a sod farm with water for irrigation. Reclaimed water reduces the demand on expensive drinking water supplies.

Rapid Pay Authorization

Yes! I want to save time and money. Please make my monthly utility bill payment through the Sarasota County Environmental Services Utility billing automatic payment plan.

I hereby authorize Sarasota County to initiate utility bill payment deductions from my bank account in the banking institution listed below. I **have attached a VOIDED check**.

Name of Financial Institution: _____

Branch Address: _____

City: _____ State: _____ Zip: _____

Routing Number: _____
(This is the 9-digit number in the lower left corner of your check)

Bank Account Number: _____

I understand the payment will be initiated approximately on the bill due date (15 days after the bill date). If the due date does not fall on a business day, the charge will be initiated on the first business day following the due date. I understand that I must contact S.C.E.S. immediately upon receiving my monthly statement to prevent bank drafting, for any reason two business days before your payment draft.

This authorization is to remain in full force and effect until Sarasota County and my financial institution has received written notification of its termination in such time and in such a manner as to afford both Sarasota County and my financial institution a reasonable opportunity (estimated to be 30 days) to act upon such termination.

I understand it is my responsibility to make sure there are sufficient funds in the account at all times to make the required payments.

Print Name: _____

Sarasota County Account Number _____ - _____

Service Address: _____

Phone number (_____) _____ - _____

Signature: _____ Date: _____

Signature: _____ Date: _____

Note: If joint account, both parties must sign.

Please allow 4 to 6 weeks for your application to be processed. You will still receive a monthly statement each month indicating the amount that will be charged. Please continue to pay your bill until this office has notified you or you see a message on your bill stating that your bank account will be drafted.

Don't forget to send your voided check!
Return completed form to SCES, PO Box 2553, Sarasota, FL 34230

H2O2GO Internet Payment for your Utility Bill

What can I do with this service?

Pay your Sarasota County Environmental Services utility bill online, anytime, using your Visa® or MasterCard® credit card or debit card. You can also view your current and past bills, water usage, and payment history.

What do I need?

- Your utility account number and your PIN number. (First time users must request a PIN by e-mailing h2o2go@scgov.net or by calling 941-861-6790). You will be prompted to change your PIN when you log in for the first time.
- Your utility account number, which is located in the upper left hand corner of your most recent utility bill.
- Your credit card or debit card.

How do I enter my account number?

The account number printed on your bill must be entered the same format for H2O2GO. For example: if the account number printed on a bill is 12345-67891, you would enter it as: 12345-67891.

When can I not use this service?

If you have received a notice from us indicating your service will be disconnected and the date of disconnect is today or has passed, you should call our office at (941) 861-6790 before submitting a payment online. ***(Payments made online that do not meet the minimum required payment would not prevent service from being disconnected).***

Why should I use it?

Simplify your life. This service is easy, convenient, safe and secure.

Need more help?

Feel free to contact us: E-mail us at h2o2go@scgov.net or 941-861-6790 (h2o2go contains the letter O, not zeros)

When will you know I paid?

All payments submitted on a regular business day will be posted daily. Payments submitted during a weekend, or holiday will be posted by the following business day. If you have received notice of NSF for a previous payment, please repay the amount in cash at our office.

To get started go to www.scgov.net select **Pay Your Water Bill**.