



**CITY OF TARPON SPRINGS
UTILITY BILLING DIVISION
PO BOX 5004
TARPON SPRINGS, FLORIDA
34688-5004
WWW.CTSFL.US
NEW CUSTOMER INFORMATION**

TELEPHONE NUMBERS:

Utility Billing – (727) 942-5609

Collections – (727) 942-5614 for payment issues

UTILITY BILLING:

Office Hours-8:00 a.m. to 5:00 p.m. Monday thru Friday. Contact for all inquiries, problems or service on water, sewer and roll off containers.

PAYING THE BILL:

Payments may be made by mail, phone, automatic bank draft, on-line, credit card or in person at the City Clerk's/Collection Office. There is a drive-thru window for customers who have their payment stub or account number. All others need to come inside. The drive-thru window is open from 8:00 a.m. to 5:00 p.m. Monday thru Friday and is located at 410 N. Ring Avenue. A night depository box for after hour payments and for payments being made when City Hall is closed for holidays is also provided at the drive-thru window.

DEPOSITS:

Deposits are required on all services. Interest will accrue monthly on deposits and is posted as a credit on the account on the September bill. Deposits are held on the account until the account is terminated and then applied against the final bill.

BILLING:

All services are billed monthly. Bills are due upon receipt. Accounts become past due twenty-two (22) days from the bill date.

Electronic bill available! Sign up today! The sign up form may be obtained by phoning our office at (727) 942-5609 to receive a sign up form by mail, pick up a form from Utility Billing at 412 N. Ring Avenue or visit our website at www.ctsfl.us.

LATE CHARGE:

Payments must be received in Collections by 4:30 pm on the penalty date to avoid the late charge.

DELINQUENT NOTICE:

A Past Due letter is mailed to each account that is not paid by the penalty date. The Past Due Notice amount includes the late charge and is due five (5) calendar days from the date rendered.

OFF NON-PAYMENT:

Failure to pay a past due amount by the Past Due Notice due date may result in discontinued service. The Administrative fee is \$35 if the reconnection service can be completed by 5:00 p.m. If the reconnection service cannot be completed by 5:00 p.m., the after hours turn-on fee of \$50 will be charged.

CHARGES:

Consumption of City water is recorded in gallons. A rate formula that charges water and sewer on the basis of actual gallons consumed is more equitable and the easiest to understand. Listed are the highlights of the water and sewer billing system.

1. Base facility charge for Water for residential accounts is \$21.16. Commercial vary according to meter size.
2. Base facility charge for Sewer for residential accounts is \$16.84. Commercial vary according to meter size.
3. Base facility charges for Irrigation vary according to meter size.
4. A 10% Utility Tax on water only will be charged for accounts within the City limits.
5. For customers outside the City limits a 25% surcharge is added for water, sewer and refuse (if applicable).
6. Each account will be billed a base rate whether they are on vacation or active status. The property owner will be billed a vacation status base rate bill at any time there is no active account at a location.
7. There will be a stormwater fee on every property owner’s account within city limits each month. The residential basic rate is \$7.15 per month.

VACATION STATUS:

Accounts may be placed on a “vacation status” if customers are going away for an extended time. Water is turned off, and garbage is not picked up. The contractor portion of the garbage will not be charged. There is a \$35 fee for turning the water on. Accounts will be billed the monthly base facility charge for water, sewer and administrative portions of garbage charges. A forwarding address is needed during this period to bill monthly.

TRASH, RECYCLING & YARD WASTE INFORMATION:

1. All trash must be in garbage cans or garbage bags. Maximum can size (including heavy duty plastic garbage bags) shall be 32 gallons and shall not exceed 50 pounds. **All trash must be out either the night before the pickup day or by 7:00 a.m. on the pickup day.**
2. Residential customers may place five (5) cans or bags in addition to the recycling bin out for collection. There is an unlimited collection of recyclables on regularly scheduled day. All recyclables must be in recycle bins. Do not place recyclables in paper or plastic bags and then set inside the bins.
3. Trash is picked up two (2) days a week; recyclables and yard waste are collected once a week. Trash pick-up days are as follows:

Monday & Thursday - All Tarpon Residents

Eastside of Alt. US 19
 Recycle – Monday
 Yard Waste – Thursday

Westside of Alt. US 19
 Recycle - Thursday
 Yard Waste – Monday

4. All yard waste such as leaves, grass clippings, small branches, palm fronds and shrubs shall be in containers or tied in bundles in sizes not to exceed 4’ in length and 50 pounds in weight. Limbs shall not exceed 4” in diameter. **NO YARD WASTE WILL BE COLLECTED IF THERE IS GARBAGE MIXED IN.**
5. Residential customers may dispose of yard waste from their own yard for a charge of \$5.00 per trip (up to 5 times per month) as long as it is in a pick-up truck or a trailer no larger than 4’ x 8’. A current utility bill and driver’s license is required and the address on each must match. The Yard Waste Facility is located at the south end of Levis Avenue and the telephone number is (727) 943-0067.
6. There shall be a one-time pick-up for new customers of all crates, boxes, and other debris at the first collection without extra charge.
7. Special pick-ups may be requested to Waste Management at (727) 572-8779 for such items as furniture, bed mattresses or appliances. Waste Management shall determine the fee to be charged for this pick-up.

Sanitation customers having pick-up problems are asked to call the Sanitation Technician at (727) 943-4837.