



New Customer Account Setup On Transfer of Property Title

Telephone: (239) 252-2380
Fax: (239) 252-6699
Email: utilitybill@colliercountyfl.gov

REQUIRED DOCUMENTS

If not previously provided, one of the following documents is required to change the utility account to the new owner/s:

A onetime \$22.00 'New Accounts- Change of Ownership' fee will appear on your first month's bill.

- Page one of HUD along with fully executed signature page reflecting both buyer and seller signatures
- Fully executed Warranty Deed
- Certificate of Title with a stamp
- Closing Disclosure with both Buyer and Seller signature pages.

Account #:
(If Applicable)

Service Location Address:

PROPERTY OWNER INFORMATION

Property Owner Name:

Joint Owner Name:

Owners Billing Address:

City/Town:

State:

Country:

Zip:

Primary Phone:

Secondary Phone:

Email:

CUSTOMER ACCOUNT TERMS

AS STIPULATED IN THE COUNTY WATER-SEWER DISTRICT UNIFORM BILLING, OPERATING AND REGULATORY STANDARDS
[ORDINANCE NO. 2013 - 44](#) [RESOLUTION 2019-103](#) [RESOLUTION 2018-129](#)

Property Owner Signature:

Date:

Joint Owner Signature:

Date:

FORM SUBMITTAL OPTIONS

Please submit **SIGNED** request form via:

EMAIL: Utilitybill@colliercountyfl.gov

FAX: 239-252-6699

POSTAL: Utility Billing & Customer Service
C/O Customer Service
4420 Mercantile Ave
Naples, FL 34104



Public Utilities Department
Utility Billing & Customer Service

4420 Mercantile Ave
Naples, Florida 34104

Phone: 239-252-2380
www.colliercountyfl.gov

ACCOUNT NUMBER:
CUSTOMER NAME: Collier County Customer
SERVICE ADDRESS:
MAILING ADDRESS:

| | |
|--------------------------|---------------|
| ACCOUNT SUMMARY AS OF | 01/16/19 |
| PAYMENT RECEIVED | 0.00 |
| PREVIOUS BALANCE | 72.43 |
| CURRENT CHARGES | 83.94 |
| TOTAL AMOUNT DUE: | 156.37 |

| METER REFERENCE/SIZE | SERVICE | | METER READING | | USAGE (1000 GAL.) |
|----------------------|----------|----------|---------------|----|-------------------|
| | FROM | TO | FROM | TO | |
| 16107860 3/4" | 12/11/18 | 01/10/19 | 60 | 63 | 3 |

| CURRENT CHARGES | |
|-----------------|-------|
| Water Service | 31.62 |
| Sewer Service | 48.70 |
| Penalty | 3.62 |

YOUR MONTHLY WATER USAGE HISTORY
GALLONS USED X 1000



IMPORTANT MESSAGE
Please promptly advise our Customer Service team in writing of any changes to your telephone numbers, email and/or billing addresses. See the back of the bill for our email, postal address and fax number. Thank you.

PAYMENT REQUIRED BY DUE DATE - SEE BACK OF BILL FOR ADDITIONAL INFORMATION
WATER SERVICE SHALL BE SUBJECT TO SHUTOFF FOR ANY BALANCE PAST DUE

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT



Public Utilities Department
Utility Billing & Customer Service

4420 Mercantile Ave Naples, Florida 34104
PHONE: (239) 252-2380

Customer Name: Collier County Customer

Service Address:

ADDRESSEE:

Collier County Customer

All foreign checks must be in U.S. funds



| STATEMENT DATE | CURRENT CHARGES | ACCOUNT NUMBER |
|----------------|-----------------|-----------------|
| 01/16/19 | 83.94 | 04700000000 |
| DUE DATE | TOTAL DUE | AMOUNT ENCLOSED |
| 02/05/19 | 156.37 | |

MAKE CHECK PAYABLE TO BOCC AND MAIL TO:



COLLIER COUNTY UTILITIES
PO BOX 11809
NAPLES, FL 34101-1809



Reading Your Water Meter

To find out how much water you have used since your last bill, read the first four digits, from left to the right, showing on your water meter. Billed usage is measured by thousands of gallons. Subtract your last bill's "current" meter reading from this number to find your recent consumption.

NOTE: Reading your own meter on a regular basis allows you to investigate large increases in water usage before you receive a high bill. High water bills are often caused by leaking faucets, toilets, pools, irrigation systems, or pipes and should be repaired promptly. Cost of usage caused by leaks is your responsibility.

Think You Have Water Loss?

To check for water loss, make sure that no water is running in or outside the house. Do not shut off any valves on any pipes. Locate the flow detector on your water meter. If either the small triangle or embossed circle at the center of the meter is rotating, or the word FLOW shows on the face of a digital meter, water is flowing through the meter indicating possible water loss. Visit www.colliercountyfl.gov/utilitybilling and click on - Water and Sewer Services FAQs for more information.

For sewer backups call 239-252-2600 (24 hours a day) **BEFORE** calling a plumber.
Service Base and Water Block Rate Structure - Effective October 1, 2018

| | Sewer Base | Water Base | Block 1 (000 gallons) | Block 2 (000 gallons) | Block 3 (000 gallons) | Block 4 (000 gallons) | Block 5 (000 gallons) | Block 6 (000 gallons) |
|-------------|------------|------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Charge** | | | \$3.07 | \$4.64 | \$6.16 | \$7.69 | \$9.22 | \$12.29 |
| Meter Size | | | | | | | | |
| 5/8" & 3/4" | \$34.24 | \$22.41 | First 5 | 6 to 10 | 11 to 20 | 21 to 30 | 31 to 50 | Over 50 |
| 1" | \$72.09 | \$35.27 | First 8 | 9 to 16 | 17 to 32 | 33 to 48 | 49 to 80 | Over 80 |
| 1 1/4" | \$94.11 | \$45.44 | First 11 | 12 to 22 | 23 to 44 | 45 to 66 | 67 to 110 | Over 110 |
| 1 1/2" | \$140.96 | \$67.13 | First 17 | 18 to 34 | 35 to 68 | 69 to 102 | 103 to 170 | Over 170 |
| 2" | \$223.80 | \$105.52 | First 27 | 28 to 54 | 55 to 108 | 109 to 162 | 163 to 270 | Over 270 |
| 3" | \$489.37 | \$291.14 | First 75 | 76 to 150 | 151 to 300 | 301 to 450 | 451 to 750 | Over 750 |
| 4" | \$865.09 | \$642.98 | First 167 | 168 to 334 | 335 to 668 | 669 to 1,002 | 1,003 to 1,670 | Over 1,670 |
| 6" | \$1,726.96 | \$1,282.95 | First 333 | 334 to 666 | 667 to 1,332 | 1,333 to 1,998 | 1,999 to 3,330 | Over 3,330 |
| 8" | \$2,864.34 | \$2,242.70 | First 583 | 584 to 1,166 | 1,167 to 2,332 | 2,333 to 3,498 | 3,499 to 5,830 | Over 5,830 |
| 10" | \$5,189.05 | \$4,062.20 | First 1,057 | 1,058 to 2,114 | 2,115 to 4,228 | 4,229 to 6,342 | 6,343 to 10,570 | Over 10,570 |
| 12" | \$7,892.78 | \$6,021.83 | First 1,568 | 1,569 to 3,136 | 3,137 to 6,272 | 6,273 to 9,408 | 9,409 to 15,680 | Over 15,680 |

** Volume charge per 1,000 gallons
 Sewer Volume \$4.82 per 1,000 gallons
 The Block Rate structure is designed to encourage water conservation - the more you use the more you pay!

Example: Residential customer with a 5/8" meter and 17,000 gallons of water usage during the month.

| | |
|--|-----------------|
| Sewer Availability (\$34.24) | \$34.24 |
| Sewer Volume (capped at 15,000 gals) 15 x \$4.82 | \$72.30 |
| Water availability (\$22.41) | \$22.41 |
| 5,000 gals at Block 1 (5 x \$3.07) | \$15.35 |
| 5,000 gals at Block 2 (5 x \$4.64) | \$23.20 |
| 7,000 gals at Block 3 (7 x \$6.16) | \$43.12 |
| Total Charges = | \$210.62 |

| Additional fees: | |
|---|----------|
| Duplicate Bill | \$1.00 |
| Meter Re-Read | \$33.00 |
| Meter Shut-Off Lock Fee 1st Event During Cal. Yr. | \$55.00 |
| Meter Shut-Off Lock Fee 2nd Event During Cal. Yr. | \$83.00 |
| Meter Shut-Off Lock Fee 3rd, and Subsequent | |
| Events During Cal. Yr. | \$110.00 |
| Meter Unlock Fee (After Hours) | \$68.00 |
| Meter Pull Fee | \$119.00 |

Customer Reminders

- Promptly advise Utility Billing and Customer Service of any change in your telephone contact numbers and/or billing address.
- Promptly advise Utility Billing and Customer Service if the property is occupied by a tenant. Note that a monthly duplicate bill fee may be applied to the account. Property owners are advised that when a tenant fails to make a monthly bill payment, it becomes the responsibility of the owner. It is the owner's responsibility to ensure that tenants cancel any payment arrangements with the utility when their tenancy ends. Any overpayments must be resolved between the owner and tenant.

Contact Information

E-Mail: utilitybill@colliercountyfl.gov Fax: (239) 252-6699 Telephone: (239) 252-2380 Website: www.colliercountyfl.gov/utilitybilling

WARNING: THIS BILL BECOMES DELINQUENT IF THE TOTAL ACCOUNT BALANCE DUE IS NOT PAID BY THE DUE DATE. THE WATER-SEWER DISTRICT UNIFORM BILLING OPERATING AND REGULATORY STANDARDS ORDINANCE NO. 2001-73 PROVIDES THAT PAYMENTS RECEIVED AFTER THE DUE DATE SHALL BE SUBJECT TO LATE PENALTY CHARGES AND THE DISTRICT SHALL DISCONTINUE ALL UTILITY SERVICE WHEN THE BILL IS DELINQUENT. THE FULL ACCOUNT BALANCE INCLUDING A LOCK FEE SHALL BE PAID FOR SERVICE TO BE RESTORED. UNPAID BALANCES BECOME AN AUTOMATIC LIEN ON THE PROPERTY AS PROVIDED FOR IN THE SPECIAL ACT CREATING THE COLLIER COUNTY WATER-SEWER DISTRICT.

5 Convenient Ways To Pay

NOTE: Payment made by any other means may not be received and could result in termination of service, with a continuing obligation to pay.



Download, complete and mail the automatic bank payment form from our website: www.colliercountyfl.gov/utilitybilling



Login at www.colliercountyfl.gov/utilitybilling (have your account number ready). Credit cards (Visa, MasterCard, Discover and American Express) or Debit cards.



Call (239) 252-2380 Automatic Payment System and select Option 1. Credit cards (Visa, MasterCard, Discover and American Express) or Debit card.



Write your account number on your check. Mail your check and the payment slip using the enclosed envelope. If you lose the enclosed envelope, mail to: Collier County Utilities P.O. Box 11809 Naples FL 34101



North Collier Government Services Center
 2335 Orange Blossom Drive
 Naples, FL 34109
 M-F 9 am to 6 pm

Collier County Utility Billing Service Center
 4420 Mercantile Avenue
 Naples, FL 34104
 M-F 8 am to 5 pm

Utility Billing & Customer Service
 11985 Collier Blvd., Suite 7
 Naples, FL 34116
 M-F 8 am to 5 pm