



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 Account fee will appear on your first month's bill.

- ALTA, Closing Disclosure or Page one of HUD along with fully executed signature page reflecting both buyer and seller signature pages.
- Fully executed Recorded Warranty Deed
- Certificate of Title with a stamp

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

By signing this agreement, the customer recognizes and agrees to abide by all existing rules and regulations of the District, and as stipulated in the county water-sewer district uniform billing, operating and regulatory standards. As well as any amendments thereto, copies of said rules and regulations and amendments thereto being available for inspection at the Public Utilities Division.

[ORDINANCE NO. 2013 - 44](#)

[RESOLUTION 2019-103](#)

[RESOLUTION 2018-129](#)

Among other rules and regulation, the customer agrees that the duly authorized agents of the District shall have access at all reasonable hours to the premises of the customer for the purpose of installing, maintaining, and inspecting or removing County's property, reading meters and other purposes incident to performance under or termination of the District's agreement with the Customer, and in such performance shall not to be liable for trespass.

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	01/16/20
PAYMENT RECEIVED ON 01/10/20	58.64
PREVIOUS BALANCE	0.00
CURRENT CHARGES	46.91
TOTAL AMOUNT DUE:	46.91

METER REFERENCE/SIZE	SERVICE		METER READING		USAGE (1000 GAL.)
	FROM	TO	FROM	TO	
11111111 3/4"	12/17/19	01/10/20	5	5	0

CURRENT CHARGES	
Water Service	18.73
Sewer Service	28.18

YOUR MONTHLY WATER USAGE HISTORY

IMPORTANT MESSAGE



Call 811 or www.sunshine811.com two full business days before digging to have utilities located and marked.

Check positive response codes before you dig!

**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

All foreign checks must be in U.S. funds



Public Utilities Department
Utility Billing & Customer Service

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

Customer Name: Collier County Customer

Service Address:



STATEMENT DATE	CURRENT CHARGES	ACCOUNT NUMBER
01/16/20	46.91	12345678910
DUE DATE	TOTAL DUE	AMOUNT ENCLOSED
02/05/20	46.91	

ADDRESSEE:

MAKE CHECK PAYABLE TO BOCC AND MAIL TO:

Collier County Customer



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.colliergov.net/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, 2020

	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**			\$3.25	\$4.91	\$6.52	\$8.14	\$9.77	\$13.02
Meter Size								
5/8" & 3/4"	\$36.25	\$24.09	First 5	6 to 10	11 to 20	21 to 30	31 to 50	Over 50
1"	\$58.29	\$37.96	First 8	9 to 16	17 to 32	33 to 48	49 to 80	Over 80
1 1/4"	\$75.72	\$48.94	First 11	12 to 22	23 to 44	45 to 66	67 to 110	Over 110
1 1/2"	\$112.89	\$72.34	First 17	18 to 34	35 to 68	69 to 102	103 to 170	Over 170
2"	\$178.67	\$113.76	First 27	28 to 54	55 to 108	109 to 162	163 to 270	Over 270
3"	\$496.74	\$314.03	First 75	76 to 150	151 to 300	301 to 450	451 to 750	Over 750
4"	\$1,099.65	\$693.64	First 167	168 to 334	335 to 668	669 to 1,002	1,003 to 1,670	Over 1,670
6"	\$2,196.27	\$1,384.11	First 333	334 to 666	667 to 1,332	1,333 to 1,998	1,999 to 3,330	Over 3,330
8"	\$3,840.87	\$2,419.62	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"	\$6,958.71	\$4,382.72	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"	\$10,316.66	\$6,497.01	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 \$5.10 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 (\$36.25)	\$36.25
Sewer Volume (capped at 15,000 gals) 15 x \$5.10	\$76.50
Water availability (\$24.09)	\$24.09
5,000 gals at Block 1 (5 x \$3.25)	\$16.25
5,000 gals at Block 2 (5 x \$4.91)	\$24.55
7,000 gals at Block 3 (7 x \$6.25)	\$45.64
Total Charges =	\$223.28

Additional fees:	
Duplicate Bill	\$1.00
Meter Re-Read	\$33.00
Meter Shut-Off Lock Fee 1st	\$55.00
Meter Shut-Off Lock Fee 2nd	\$83.00
Meter Shut-Off Lock Fee 3rd	\$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.

Bank Auto Pay

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

Online



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

Phone



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

Mail



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

In Person



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 8:30 am to 4:30 pm

Government picture ID required when paying in person with checks, credit and debit cards.