



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 \$23.00 '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
- **Recorded** Warranty Deed (recorded data will be at the top of page)
- 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



4420 Mercantile Ave
Naples, Florida 34104

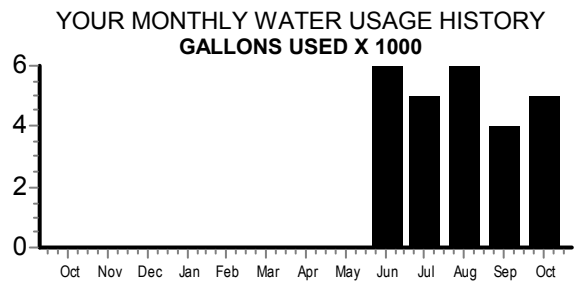
Phone: 239-252-2380
www.colliercountyfl.gov

ACCOUNT NUMBER:
CUSTOMER NAME: COLLIER COUNTY CUSTOMER
SERVICE ADDRESS:
MAILING ADDRESS:

ACCOUNT SUMMARY AS OF	10/01/21
PAYMENT RECEIVED	0.00
PREVIOUS BALANCE	72.43
CURRENT CHARGES	105.04
TOTAL AMOUNT DUE:	105.04

METER REFERENCE/SIZE	SERVICE		METER READING		USAGE (1000 GAL.)
	FROM	TO	FR	TO	
210011 3/4"	09/01/21	10/01/21	3	8	5

CURRENT CHARGES	
Water Service	41.49
Sewer Service	63.55



IMPORTANT MESSAGE
Rates will increase effective **October 1, 2021** and will appear on your **November 2021** bill.

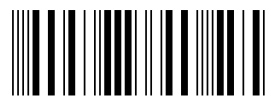
Coming Soon-November 1st New Online Gateway!
New options include Pay by Text, Apple Pay, Google Pay, and link multiple accounts to pay in one transaction.

Visit: www.colliercountyfl.gov/utilitybilling

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



Customer Name: Collier County Customer
Service Address:

STATEMENT DATE	CURRENT CHARGES	ACCOUNT NUMBER
10/07/21	102.09	0020000000
DUE DATE	TOTAL DUE	AMOUNT ENCLOSED
10/27/21	102.09	

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, 2021

	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**			\$3.34	\$5.05	\$6.71	\$8.38	\$10.05	\$13.40
Meter Size								
5/8" & 3/4"	\$37.30	24.79	First 5	6 to 10	11 to 20	21 to 30	31 to 50	Over 50
1"	\$59.98	\$39.06	First 8	9 to 16	17 to 32	33 to 48	49 to 80	Over 80
1 1/4"	\$77.92	\$50.36	First 11	12 to 22	23 to 44	45 to 66	67 to 110	Over 110
1 1/2"	\$116.16	\$74.44	First 17	18 to 34	35 to 68	69 to 102	103 to 170	Over 170
2"	\$183.85	\$117.06	First 27	28 to 54	55 to 108	109 to 162	163 to 270	Over 270
3"	\$511.15	\$323.14	First 75	76 to 150	151 to 300	301 to 450	451 to 750	Over 750
4"	\$1,131.54	\$713.76	First 167	168 to 334	335 to 668	669 to 1,002	1,003 to 1,670	Over 1,670
6"	\$2,259.96	\$1,424.25	First 333	334 to 666	667 to 1,332	1,333 to 1,998	1,999 to 3,330	Over 3,330
8"	\$3,952.26	\$2,489.79	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"	\$7,160.51	\$4,509.82	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"	\$10,615.84	\$6,685.42	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 \$5.25 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 (\$37.30)	\$37.30
Sewer Volume (capped at 15,000 gals) 15 x \$5.25	\$78.75
Water availability (\$24.79)	\$24.79
5,000 gals at Block 1 (5 x \$3.34)	\$16.70
5,000 gals at Block 2 (5 x \$5.05)	\$25.25
7,000 gals at Block 3 (7 x \$6.71)	\$46.97
Total Charges =	\$229.76

Additional fees:

Duplicate Bill	\$1.00
Meter Re-Read	\$34.00
Meter Shut-Off Lock Fee 1st	\$56.00
Meter Shut-Off Lock Fee 2nd	\$84.00
Meter Shut-Off Lock Fee 3rd	\$112.00
Meter Unlock Fee (After Hours)	\$70.00
Meter Pull fee	\$120.00

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

Contact Information

E-Mail
utilitybill@colliercountyfl.gov

Telephone
(239) 252-2380

Fax
(239) 252-6699

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.

Convenient Ways To Pay & View Your Bill



Pay Online



Pay by Phone



Pay by Text



Schedule a Payment



AutoPay



Paperless

Locations

Utility Billing & Customer Service Center
4420 Mercantile Ave. 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

North Collier Government Center
2335 Orange Blossom Dr. Naples FL 34109
M-F 9 am to 6 pm

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



Online: www.colliercountyfl.gov/paywater

By Phone: (239) 252-2380 Select Option 1