



## Lake Worth Utility Billing Department

(817) 237-1211, extension 110

Monday – Friday 8:00 AM to 6:00 PM

The water department offers the following services; water, sewer, and trash. We accept cash, checks, money orders, and credit/debit cards. Checks are accepted only for amounts greater than \$5.00. Credit card transactions are processed through Official Payments, and are posted to your account the following business day. There is a \$5.95 convenience fee added to any credit/debit card transaction at the time the payment is processed.

Your water bill is mailed the last week of the month. If you have not received it by the 5<sup>th</sup> of the month, you are responsible for contacting the City of Lake Worth utility billing department to find out the amount you owe. Your balance is due upon receipt and you have until the 15<sup>th</sup> of the month to pay without penalty. After the 15<sup>th</sup> of the month, you will be charged a late fee of \$6.00 or 10% of the amount due (whichever is greater) and your service is subject to disconnection. For your convenience we have a night drop available 24 hours, 7 days a week which is located at the main entrance of City Hall between the two sets of double doors. If the 15<sup>th</sup> falls on a day City Hall is closed and you put your payment in the night drop box before 8:00 AM of the next business day, your payment will be on time. Anything paid after the 8:00 AM deadline will be considered late and will be charged the late fee.

**Sewer Rates:** The City bills residential accounts a fixed sewer rate that is based on winter averaging water consumption. When you open a new account you will pay a sewer rate equal to the City's average residential rate until you have established your own rate. This rate is calculated annually based on water consumption during the months of December, January, and February. New sewer rates are effective with the April billing each year. If you have a leak during the averaging months and you want your sewer rate to be manually calculated, you must submit a completed application requesting this along with proof that the problem has been fixed. You can submit this request after November's billing through June 30<sup>th</sup> of each year. Sewer charges for commercial accounts are based on the actual water consumption each month.

**Temporary Water Shut Off/On:** If you need your water temporarily turned off to do repairs to your home, please do not turn the water off/on yourself, as you then become liable for any damages to the water meter. Call the utility billing department during normal business hours and we will dispatch a water tech to turn the water off/on at no cost to you. If you have a water emergency and you need the water turned off on the weekend, on holidays or after hours, then you must call the Police department at 817-237-1224 and they will dispatch a tech to your home. If it is not an emergency and you need your water turned off/on during non business hours, you will be charged a \$50.00 fee for each time we go turn the water off/on.

**Disconnection of Service:** If your water is turned off due to nonpayment, you must pay all past due amounts on your account plus a \$30.00 disconnect list processing charge before your water is turned back on. This fee is applicable even if you make payment prior to the actual disconnection of water service. For same day reconnection, your payment must be received by 4:00 PM. Payments received after 4:00 PM will be scheduled for reconnection on the next business day. If you pay your water bill after the 4:00 PM deadline and you must have your water reconnected the same day an additional \$50.00 after hours reconnect fee must be paid.

**Transfer Fee:** There is a \$20.00 transfer fee for transferring your account from one address in Lake Worth to another. The \$20.00 fee must be paid at the time the transfer is requested. A new application and service agreement must also be provided at the time the transfer is requested, and you must provide proof of ownership. If you are not the owner, there must be a current rental inspection on the property you are moving to and you must bring your lease/rental agreement before service can be transferred. Your water deposit will be transferred to your new account. An additional deposit amount may be required based on customer payment history.

**Returned Checks:** If your check is returned to us for any reason you will have 24 hours from the date we notify you (with a door tag) to pay the amount of the check plus a \$30.00 returned check fee. If these fees are not paid by the due date on the door tag, your water will be turned off. If your water is turned off for nonpayment you will have to pay the returned check amount, the \$30.00 returned check fee, and a \$30.00 reconnection fee to have your water turned back on. You will also have to pay this amount by 4:00 PM if you need your water to be turned back on the same business day. Any payments made after 4:00 PM will be turned on the following business day unless you want to pay an additional \$50.00 after hour's fee. NO EXEPTIONS TO THE FEES AND TIMES WILL BE MADE.

**FEES EFFECTIVE DECEMBER 1, 2009**