



## Lake Worth Utility Billing Department

(817) 237-1211, extension 227

Monday – Friday 8:00 AM to 6:00 PM

The water department offers the following services; water, sewer, and trash. We take the following payment methods; cash, checks, money orders, and credit/debit cards. Credit card transactions are processed through official payments, any payment made by this method will be posted to the account the following business day. There is also a \$5.95 convenience fee added to any credit/debit card transactions at 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 also have a night drop opened 24 hours 7 days a week. If the 15<sup>th</sup> falls on a day City Hall is closed you can put your payment in the night drop box before 8:00 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 has a fixed sewer rate. 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 on an annual basis using the December, January, and February months and it goes into effect in April's billing. If you had a leak during this period 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 begin to submit this request after November's billing through June 30<sup>th</sup> of the current year.

**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. You are liable for any damages to City property. 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 during the weekend 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 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 will have to pay all past due amounts on your account plus a \$30.00 fee before your water is turned back on. If your water is on the list to be turned off for nonpayment and you come into the office before it gets turned off, you will still need to pay all past due balances including the \$30.00 fee, and your account could still be turned off and you would have to wait to get it turned back on.

To have your water restored after it was turned off for nonpayment, you must pay all your past due balance including the \$30.00 before 4:00 PM for same day water turn on. Any payments received after 4:00 PM for accounts turned off due to non payment, the water will be turned back on the next business day, NO EXCEPTIONS.

**After hours reconnection fee:** If you pay your water bill after the 4:00 PM deadline and you must have your water turned back on, you can pay an additional \$50.00 fee to have the water turned back on the same business day.

**Transfer Fee:** There is a \$20.00 transfer fee for moving your account from one address in Lake Worth to another. The \$20.00 fee needs to be paid at the time the transfer is requested. You will also need to fill out a new application and service agreement, and 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, if your deposit is lower than the current deposit amount; you must update your deposit to the current deposit amount before your service can be transfer. Current homeowner deposit is \$100.00, renter deposit is \$175.00.

**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 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**