

Martin County Utilities
Customer Service Center
3473 S.E.
Willoughby Blvd.
Suite 102
P.O. Box 9000
Stuart, FL 34995-9000
772-221-1434 • FAX 772-221-1447



www.martin.fl.us

This brochure has been prepared by the Martin County Utilities Customer Service Center as of June 2019. The policies and rates described within this utility guide are reviewed regularly and subject to change.

CUSTOMER GUIDE
TO
WATER AND SEWER
UTILITY SERVICES
772-221-1434



MARTIN COUNTY, FLORIDA

This document may be reproduced upon request in an alternative format by contacting the County ADA Coordinator (772) 320-3131, the County Administration Office (772) 288-5400, Florida Relay 711, or by completing our accessibility feedback form at www.martin.fl.us/accessibility-feedback

Dear Martin County Utility Customer,

Whether you are new to Martin County or new to our utility services, we welcome you!

The Martin County Utilities Division provides citizens and businesses with reliable and dependable water and wastewater services. We are proud of our employees who work to ensure we maintain the highest standards of water quality and customer service.

As a customer, we know you might have questions about your water supply, water quality, utility bill and other general programs and services we offer. Answers can be found in this Customer Guide.

Martin County Utilities strives to provide a standard of excellence to our customers that we can all be proud of. There are many aspects to the services we provide so, after reading this information, we encourage you to contact us should you have additional questions or if you would like to share your thoughts with us.

We are always looking for opportunities to improve wherever possible and look forward to your suggestions. We are here to serve you!

Thank you,

Sam Amerson, PE

Director

Office hours are 8 am to 5 pm, Monday through Friday
3473 SE Willoughby Blvd Suite 102 in Stuart, FL.
772-221-1434
www.martin.fl.us



AUTHORIZATION AGREEMENT FOR AUTOMATIC BILL PAYMENT

Please review the Utility Customer Policy and Procedure Agreement carefully before submitting your authorization.

◆ Required Fields

Date _____

Pre-Authorized Bank Payment Plan Enrollment Application

New Change

(Please print information as it appears on bill)

◆ Name _____

◆ E-Mail Address _____

◆ Mailing Address _____

◆ City _____ State _____ Zip Code _____

◆ Daytime Phone Number _____

◆ Service Address _____

◆ Utility Account Number _____

◆ Type of Bank Account Checking Savings

◆ Bank Name _____

◆ City _____ State _____

◆ Bank Routing No. _____

◆ Bank Acct. No. _____

◆ CUSTOMER SIGNATURE(S) _____

I hereby authorize Martin County Utilities to automatically withdraw funds from the bank account and financial institution identified above and accept such withdrawals initiated by Martin County Utilities for payment on my utility account specified on this form. Once approved, my participation in the Martin County Utilities Automatic Bill Payment Program will remain in force until cancelled by written notification or upon the closing of my utility account. I understand that cancellation instructions may take several days to implement and that authorized withdrawals from my bank may occur prior to cancellation of my participation in the Automatic Bill Payment Program.

Marine Pump Out Service



The Martin County Utilities and Solid Waste Department offers **free** Marine Pump Out Service to boaters in Martin County waterways. The program's objective is to provide sewage removal from vessels within the County's waterways in a safe and responsible manner.

The service is available five days a week:
Tuesday - Saturday, 8 am - 3 pm

Call **772-260-8326** and leave a message to schedule a pump out.

*(We will only return your call if we **cannot** pump out your boat during the week of your request)*

How to Contact Us

We are available to help any time you have questions, suggestions or concerns



By Phone Our Customer Service number is **772-221-1434**. Our customer service representatives are available to assist you Monday through Friday, 8 am to 5 pm (except major holidays).



By Mail Please address all correspondence to:
Martin County Utilities
PO Box 9000
Stuart, FL 34995-9000



By E-Mail You can email us at **cservice@martin.fl.us**. Please include all pertinent information in the email.

NOTE: Under Florida law, email addresses are public records. If you do not want your email address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing. The content of all requests becomes subject to public disclosure under the Public Records Law and users should govern themselves accordingly.

Emergencies If you have an emergency and need to contact the Utility after hours or on weekends, please call **772-221-1434** and our answering service will ensure that someone responds to your call.

Water Conservation



Online Pay securely online by **credit card** or **check**. For one-time payment or to set up recurring monthly payments visit our website www.martin.fl.us



Pay By Phone You can pay your bill by **credit card** or **check** over the phone during regular business hours at **772-221-1434**. Please have your account number and/or service address.



Automatic Bill Pay Have your payment automatically deducted each month by completing the registration form, attaching a voided check and mailing to us at our correspondence address below.



Pay By Mail Check or **Money Order** made payable to:

Martin County Utilities
PO Box 9000
Stuart, FL 34995-9000

Please Do NOT Send cash in the mail
(Please include payment stub and account number)



Pay In Person **Cash, check** or **credit card**

3473 S.E. Willoughby Blvd.
Suite 102 Stuart, FL 34994

Monday—Friday, 8 am to 5 pm

The Customer Service Center is also equipped with an after-hours deposit box located in the parking lot to the left of the main entrance.



Martin County and its residents take pride in being an environmentally sensitive community. Helping to conserve water is part of being a good environmental steward. Water conservation can also save you money! Here are some simple water-saving tips:

Around the Home

- ◆ Repair your leaky toilets, faucets and pipelines.
- ◆ When cleaning vegetables, use a pan of water instead of running a faucet.
- ◆ Turn the water off while brushing your teeth, shaving or lathering your face and hands.
- ◆ Install water-efficient shower heads. (Older shower heads can waste up to 20 gallons per day)

Around the Yard

- ◆ Substitute water-loving trees, shrubs, plants and flowers for drought tolerant, native species.
- ◆ Consider the use of rain barrels to collect soft water for irrigation.
- ◆ Cover pools when not in use. (This can save up to 70% loss to evaporation)
- ◆ For watering your yard, use drip irrigation along with timer systems with rain sensors that shut the system off automatically when it's raining. Contact the South Florida Water Management District at 561-686-8800 for irrigating times.

From time to time water restrictions may apply.

Water Main Breaks Boil Water Notices

Occasionally a water main may break in your service area. As a result, a loss of water pressure may be experienced in parts of the distribution system. Under certain circumstances, you will be notified to boil your water as a safety precaution. Notification to boil water would include drinking water, as well as water used for cooking, washing dishes, brushing teeth, making ice or for use in soda machines.

Martin County Utilities makes every effort to notify our customers of a break in their service area in a timely manner through the following communication channels: local newspapers, radio and television stations; flyer distribution directly to affected residences; through the Martin County website and the County's government access cable television station (MCTV); and reverse 911 calls directly to homes and businesses. If you are unsure, please contact our Customer Service Center at **772-221-1434**.

Martin County Utilities performs regular water quality testing to ensure the safety and quality of the water delivered to our customers. During a main break, additional water quality samples are tested for 48 hours after the break has been repaired.

IMPORTANT HEALTH NOTICE TO OUR CUSTOMERS

In accordance with the requirements of the Florida Department of Environmental Protection (FDEP), effective April 20, 1991, ammonia is added to the water to create chloramine disinfectant to reduce trihalomethanes. Chloramine is not harmful to humans; however, it will have an adverse effect on kidney dialysis machines and is potentially toxic to tropical fish and other aquatic organisms. Water with chloramine disinfectant requires additional dechlorination and/or carbon filtration before using with kidney machines or adding to an aquarium.

Your Water & Sewer Bill

UTILITY RATES

Water Rate

Single Family Residential Service *

| Base Service Charge | Meter Size | Rate |
|---------------------|------------|----------|
| | 5/8" | \$ 17.61 |
| | 1" | \$ 40.38 |
| | 1 1/2" | \$ 78.35 |
| | 2" | \$123.86 |

Plus Gallonage Charge

| | |
|--|--------|
| Per gallonage charge per 1,000 gallons | |
| 0 - 10,000 gallons | \$2.26 |
| 10,001 - 15,000 gallons | \$3.20 |
| 15,001 - 25,000 gallons | \$4.09 |
| 25,001 gallons and above | \$4.99 |

* Multi-family, commercial and irrigation rates are available upon request.

WASTEWATER RATE

Single Family Residential Service

| Base Service Charge | Meter Size | Rate |
|---------------------|------------|---------|
| | 5/8" - 2" | \$18.27 |

Plus Gallonage Charge

| | |
|---|---------|
| Per gallonage charge per 1,000 gallons (10,000 gal max) | \$4.46 |
| Flat Rate Sewer (For Sewer-Only Customers - Not Metered) | \$51.57 |

Miscellaneous Charges

| | |
|-------------------------------------|------|
| Meter Reread (if read is correct) | \$20 |
| New Service Fee | \$20 |
| Same Day Turn-on Fee | \$45 |
| After Hours/Weekend Call-out | \$50 |
| Collection/Lock-off Charge | \$50 |
| Turn-on, Turn-off Customer Request | \$20 |
| Meter Testing (if meter is correct) | \$20 |

Lend a Hand Payment Assistance

The Martin County **Lend a Hand** program is designed to provide emergency assistance funds to customers who are in a financial crisis situation and having difficulty paying their utility bill.

If You Are in Need of Assistance:

The **Lend a Hand** program is available to any of our customers who have a delinquent water/sewer bill and meet eligibility requirements. If you are in need of assistance, you can call or stop by our Customer Service Center in person at 3473 S.E. Willoughby Blvd. Suite 102 in Stuart, Fl.. The program is administered by the County Health and Human Services Division, located in the Community Services Building

435 SE Flagler Ave
Stuart, FL 34994
772-320-3204

How you can help: Voluntary contributions from our utility customers help fund this program which is administered by Martin County's Health & Human Services Division. Contributions are tax deductible and there are no administrative fees so all contributions go to those in need of assistance.

How to Donate:

- ◆ Monthly donation on your utility bill
- ◆ One-time donation

For more information call **772-221-1434**.

Payment Arrangement: An installment plan can be initiated on a current bill allowing you to make monthly payments and ensuring service remains uninterrupted. If you wish to initiate a payment arrangement, contact Customer Service

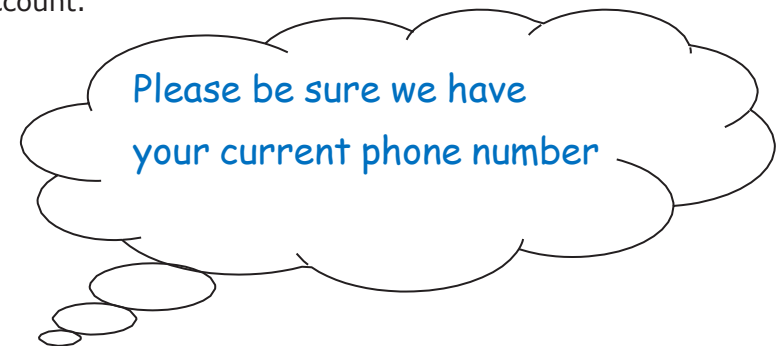
772-221-1434

Terminating Service

If you are moving from one location within the Martin County Utilities' service area to another, you can terminate service at your old address and begin service at your new address with one telephone call. The Utilities Department requires one business day advance notice for terminating or transferring service. You will need to provide identification information and your new service address. Service workers will be dispatched to read both meters. Your final bill for your old account will indicate either a balance due or a refund. If you do not currently have a deposit but do have a good credit history with the Utilities Department, a deposit may not be required for your new address.

If you are moving outside our service area and have a deposit on an account with us, it will be credited toward your final bill. You may then receive a refund or a bill indicating a balance due. You will also need to schedule a final meter reading and provide a forwarding address.

Please note: As the customer of record, you are responsible for all usage on a current account until Martin County Utilities has been notified of any changes to that account.



In order to receive the best possible service, it is important to keep your account information up to date. Contact us at **772-221-1434** if you change your name, address, email address or phone number.

Applying For Service

Water and wastewater service is just a phone call away. Simply call our Customer Service Center at **772-221-1434** to initiate service. Experienced Customer Service Representatives will process your request. Please be prepared to provide your service and mailing addresses, home phone number, driver's license or tax identification number for identification purposes, and account number of any existing account. A deposit may be required. All deposits are refunded after 24 months of satisfactory credit.

If you are requesting service at a location that has never had water service, you will need to complete an application and pay any required fees. A service worker will install your meter and turn the service on within ten (10) working days of the application.

If water is already being provided to your new address, a service worker will be dispatched to turn on your water and read the meter. This meter reading will be used to calculate your first bill. We require one business day advance notice to activate your water service. For faster service, a same day turn-on fee will be charged.

On service day

It is helpful to have someone present at the new service address the day the water is scheduled to be turned on to avoid problems such as fixtures and faucets inadvertently being left in the "ON" position. If this occurs and no one is home, it could result in flooding and/or water damage. If no one is home and the meter dial is moving when the service worker turns the water on, the water service will be turned off again. A door hanger will be left behind explaining that the customer will have to contact our Customer Service Center to reschedule the visit and an additional service charge of \$20 will be applied to your bill.

Your Bill Frequently Asked Questions

What is a base service charge?

The base service charge is a flat rate, regardless of the amount of water used. It covers the hard costs associated with the operation and maintenance of providing water and wastewater service to homes and businesses. All customers pay the base service charge beginning on the day the meter and/or service is installed by the County, regardless of when a customer connects to or starts utilizing the meter and/or service.

What is a consumption charge?

The consumption charge is based on the amount of water recorded, in thousands of gallons, since the last meter reading. It covers the variable costs of providing our customers with safe and reliable water and wastewater service. Some of the associated costs include electricity and chemicals.

Please note that as part of our efforts to promote conservation of a valuable resource, the residential consumption charge is at an inclining rate. This means that water consumption over 10,000 gallons per month is charged at a higher rate. The average household uses about 7,500 gallons per month. Monthly usage above 10,000 gallons is considered discretionary (i.e. irrigation).

What are miscellaneous charges?

Bills may include miscellaneous charges to offset the cost of providing specific services to your home or business. For example, additional charges will occur when:

- ◆ Service is first initiated
- ◆ Service is interrupted, at a customer's request, for convenience (i.e. plumbing repairs or an extended vacation or absence from residence)
- ◆ Lock-off for non-payment
- ◆ Returned check or insufficient funds

Your Bill

Frequently Asked Questions

What is a disconnect notice?

Customers who do not pay their bills by the due date will receive one written disconnect notice prior to their service being terminated for nonpayment. If payment is not received in the Customer Service Center by 5:00 pm on the date indicated on the notice, service is terminated. Reconnection is subject to the payment of current charges and all past due amounts, plus a service charge of \$50.00. Please refer to the ***Lend a Hand*** portion of this booklet if you receive a disconnect notice and are in need of financial assistance.

Seasonal customers

If you are a customer who resides in the area on a seasonal basis you can have your water meter turned off while you're away. This will prevent any unauthorized water usage or damage to your home should a leak occur. However you are still required to pay the base service charge during your absence. A turn-off fee of \$20 and a turn-on fee of \$20 will be charged to the account.

About meter tests

Martin County Utilities makes every effort to regularly test water meters to ensure accurate readings. If you become concerned about the accuracy of your readings, you can request a meter test by calling our Customer Service Center and requesting one. If the test results show that the meter reading is inaccurate, we will send you an adjusted bill based on your water use during the previous 12 months. However, if the test indicates your meter was functioning correctly, you will be charged \$20 for the meter test on your next bill.

Facts About

Your Water Meter

Your water meter is read once a month. The difference between last month's reading and the current month's reading equals the amount of water used. Water usage is measured in thousands of gallons and is used to calculate your bill.

Your water meter is located outside your home in a box in the ground. If you are having trouble locating or reading your meter, call our Customer Service Center and a representative will assist you.

Like the main and service lines, which supply the water to the meter, the meter is public property that belongs to Martin County. **For safety reasons, it is very important that the water meter remains easy to reach and we have access to the meter in order to read, test, maintain and remove/replace. Please be sure there is a minimum of three feet of clear space around the meter box at all times.**

No permanent obstructions such as trees, bushes, fences or walls should be placed close to the meter. Any landscaping within three feet of the meter box is subject to removal at the customer's expense. All lines and plumbing beyond the meter are private property, and maintenance and repairs are the responsibility of the property owner.

Know where your shut-off valve is located

The shut-off valve is your best protection against costly water damage if and when pipes burst or major leaks occur. Shut-off valves are usually found where the service line enters the house. Make sure everyone in your household knows exactly where the shut-off valve is and how to use it. Any plumbing problem can unleash large quantities of water very rapidly. Knowing how to use the shut-off valve is invaluable.