



Rev. Date: 10/01/2016

## UTILITY SERVICES INFORMATION SHEET

1065 Ridgewood Avenue, Holly Hill, Florida 32117

**Phone:** (386) 248-9432    **Fax:** (386) 248-9458

**Web:** hollyhillfl.org    **Email:** ub@hollyhillfl.org

**Waste Management:** (386) 248-9432

Information Sheet Effective October 1, 2016- The Bill Goes Out The \_\_\_\_\_ of Each Month

Account Number \_\_\_\_\_ - \_\_\_\_\_

R&R Fee                      Water                      Sewer                      Trash

### Water Rates

**Rates within City Limits:** Inside the City limits of Holly Hill, the minimum monthly charges shall include a \$3.00 renewal and replacement fee plus \$14.43 for each unit plus per thousand gallon usage billed as follows:

0 - 2000 gal	included in minimum bill
2,001-15,000gal	6.82 per thousand gallons
Over 15,000 gal	8.18 per thousand gallons

**Rates outside City Limits:** Outside the City limits of Holly Hill, the minimum monthly charges shall include a \$3.75 renewal and replacement fee plus \$18.05 for each unit plus per thousand gallon usage billed as follows:

0 - 2000 gal	included in minimum bill
2,001-15,000ga	8.51 per thousand gallons
Over 15,000 gal	10.23 per thousand gallons

### Sewer Rates

**Rates within City Limits:** Inside the City limits of Holly Hill, the minimum monthly charges shall include a \$3.00 renewal and replacement fee plus \$16.59 for each unit plus per thousand gallon usage billed as follows:

0 - 2000 gal	included in minimum bill
Over 2,000 gal	7.84 per thousand gallons

**Rates outside City Limits:** Outside the City limits of Holly Hill, the minimum monthly charges shall include a \$3.75 renewal and replacement fee plus \$20.74 for each unit plus per thousand gallon usage billed as follows:

0 - 2000 gal	included in minimum bill
Over 2,000 gal	9.78 per thousand gallons

## **Trash Rates**

### **Basic Service**

**Residential:** \$24.51 per month, \$8.64 per month per additional toter

**Commercial:** \$34.39 per month, \$34.39 per month per additional toter

**Bulky Refuse:** \$8.05 per cubic yard (on call), first cubic yard is free.

**White Goods:** \$8.05 each (on call)

**Tires:** Maximum 4 tires per household per year. Rims must be removed.

Call 386-248-9432 for pickup. Service is available for residential units only.

### **Refuse Pickup Schedule**

#### **East of the Railroad Tracks**

Refuse: Monday and Thursday

Recyclables: Wednesday

Yard Waste: Monday

#### **West of the Railroad Tracks**

Refuse: Tuesday and Friday

Recyclables: Wednesday

Yard Waste: Tuesday

**NOTE:** Garbage, recyclables, and yard waste must be curbside by 7am on scheduled pick up day. Garbage toter must be removed off of city right of way by sundown on scheduled pick up day.

**Payments** - Bills shall be rendered monthly. All bills shall be due 20 days from the date of billing. A charge of 15% of the bill shall be added if not paid within 20 days of the original date of billing. If not paid after 30 days from the billing date, water service will be discontinued without notice. Service may be restored after the full bill plus \$25.00 service charge is paid by 12:00 Noon the same day. An additional security deposit equal to an average two month bill will be required in the event that service is disconnected three times in a twelve month period.

**Mail Payments** - All mail payments are posted as of the date RECEIVED in the office, not the POSTMARK DATE.

**Deposits for Service** – All prices below plus a \$11.95 Administration Fee:

**Residential Renter Deposit:** \$324.02

**Renter Deposit without Trash:** \$275.00

**Commercial Renter Deposit:** \$275.00 + REFUSE DEPOSIT

**Residential Owner Deposit:** \$224.02

**Residential Owner Deposit without Trash:** \$175.00

**Commercial Owner Deposit:** \$175.00 + REFUSE DEPOSIT

**Administration/Connections fee:** non-refundable \$11.95

**Additional Toter** – Residential \$30.96 Commercial \$68.78

Deposits made by 12:00 P.M. may receive same day service.

Deposits are based on the number of units on each meter.

**NOTE:** Restaurants, laundry facilities, etc. may be required to have a security deposit equal to an average two month bill.

**Multiple Units:** Single metered buildings, mobile home parks, or commercial enterprises that have units either occupied or unoccupied, shall pay a minimum on each unit.

## **RULES & REGULATIONS**

1. Delinquent account charges shall be assessed on all accounts once the account has been administratively processed for shut off, regardless of whether or not the physical utility service has been disconnected. Customer is required to pay the past due bill up to date. If any type of vehicle is parked over the meter box, an additional \$25.00 charge will be billed to that account and a doorknocker left giving a deadline for moving the vehicle, stating that the vehicle will be towed at owner's expense. Water service may be restored if paid by 12:00 Noon the same day.

**No payment extensions will be granted to customers who have had their account enter a delinquent status.**

2. Once deposits are processed, names will not be changed except in the case of a death or re-marriage of a spouse and receipt of a death certificate of which a copy is to be attached to Security Deposit. Should a widow remarry, her new name may be placed on the account. A copy of her marriage certificate should be attached to the security deposit.
3. Unpaid balances shall be transferred from one account to another in the event the account holder moves to another location within the city.
4. A husband & wife may share deposits but the deposit may not be passed on to children or other relatives. In such cases, a new security deposit will need to be established and existing deposit refunded to the proper account holder.
5. Penalties shall be assessed as required by various bond ordinances. Service may be discontinued if customers fail to pay the penalties when said penalties become past due.
6. **The charges for returned checks will be per Fla. Statue 166.251. Any customer having three returned checks shall be required to pay cash, cashier's check or money order for future services.**
7. The cashier is not required to accept more than \$5.00 in loose change in payment of bill.
8. Picture I.D. & Social Security number are required when establishing a new account with the City. Persons renting or leasing property in the City of Holly Hill are required to furnish a lease or rental agreement between the person opening the utility account and the owner or their agent. Owners of property are required to show proof of ownership (ie: Closing statement, tax receipt-etc.)

### **Collection of Social Security Numbers**

Please be advised that in accordance with Florida Statutes 119.071 (5) (2) (a) the City of Holly Hill, Florida, requests, collects and maintains social security numbers for the following specific purposes: income reporting, payroll verification, group benefit and pension processing, employee background checks, drug screen test identification and employment related medical examinations, classification of accounts; identification and verification; credit worthiness; billing and payments; data collection; reconciliation and tracking.

## **Residential Solid Waste Collection Rules**

**Solid Waste Collection:** Please have material curbside by 7:00 a.m. to insure collection. Container must be removed by sundown after each scheduled pick up day.

**Basic Garbage Service:** This service includes 2 weekly collections of garbage per residence. Garbage must be placed in the container provided by the City, and should not exceed more than 100 gallon capacity, and the container should not exceed more than 50 pounds in weight.

**NO HAZARDOUS WASTE WILL BE PICKED UP.**

**Basic Recycling Service:** This service includes one weekly collection of recyclable material placed in the container provided by the City. Materials which will be picked up are newspapers, aluminum beverage & food cans, glass containers (clear, green, & amber) & plastic containers with a "1", "2", or "3" on the bottom which previously held liquid.

No plastic containers that contain or have contained automobile products or toxic chemical bottles.

By recycling, you can do your part in protecting & preserving many valuable resources while you save money. Recycling bins are available through Waste Management. Limit one bin per household please.

**Basic Yard Waste Service:** This service includes one weekly collection of yard waste material bagged in garden sized plastic bags, boxed, canned or bundled. Materials shall not exceed 5 feet in length or 6 inches in diameter and should not exceed 50 pounds in weight.

This is an UNLIMITED QUANTITY at NO CHARGE

**Note:** No human or animal excrement will be collected or transported by the Public Works Department or its franchisee. DO NOT PUT IN CITY CONTAINERS.

**Holidays:** Collection will be done on all holidays except Thanksgiving Day, New Year's Day and Christmas.

**Service To Handicapped:** Back door service to the handicapped will be provided if there are no able-bodied persons in the household. Requests should be made to the Customer Service Office at 386-248-9432. Yard waste is not included in this service, it must be placed curbside.

**Appliances/White Goods:** Large appliances are picked up & separated for recycling. Residents should notify Waste Management for collection when this service is needed. Remember to remove the doors of appliances. It's safer & it's the law. Consider contacting a charitable or non-profit organization if the item could be fixed or reused. For collection please call 248-9432

**Tires:** Tires off of the rims should be set out at the curb for collection on your household garbage day. Waste Management will collect tires set out with a special truck so they are not commingled with the household garbage. LIMIT 4 PASSENGER TIRES PER YEAR PER HOUSEHOLD.

**Furniture, TV, Carpet, Etc:** These items may be placed curbside by 7 A.M. for collection on the second pick up of the week. . You may call the City to get on the list for pickup.

**Construction Material:** This waste consists of building materials such as roof shingles, sheet rock, wood, concrete, etc. You may order roll-off containers through the City.

**Paint Disposal:** Water based paint cans may be disposed of in your black/green garbage can as long as there is no liquid in it. If you have left over paint you must dispose of it properly by safely transporting it to the County's landfill paint exchange booth.

**Containers:** Call the City if you do not have a garbage container or a recycle bin.

**CITY OF HOLLY HILL**  
**(386) 248-9432**  
**AUTOMATIC FUNDS TRANSFER (AFT)**

Automatic Funds Transfer (AFT) is a payment option designed to make your utility bill payment more convenient and efficient for you, our valued customers.

With AFT, you will:

*SAVE TIME*

*SAVE POSTAGE COSTS*

*ELIMINATE WRITING CHECKS*

By using AFT you will not have to worry about late payments due to your busy schedule or while you're away from home, because your utility payment will be made automatically by a direct debit from your bank account. The approximate date your bank account will be debited will be stated on your monthly bill. The amount withdrawn, date, and transaction description would appear on your monthly bank statement.

**1. Q: Is there a charge for the automatic payment?**

*A: There is no charge from the City of Holly Hill. A few banks charge for AFT. Please check with your bank before enrolling.*

**2. Q: How soon does my AFT participation begin?**

*A: You will receive a welcoming letter and a message on your utility bill will confirm your participation. The message will state the approximate date of the automatic withdrawal from your bank account.*

**3. Q: How will I receive confirmation?**

*A: Confirmation usually takes six to eight weeks, so continue to pay your bill as you normally would until you receive a message on your bill confirming participation.*

**4. Q: How soon after I receive my utility bill does the AFT transaction take place?**

*A: Approximately ten days from the date the bills are sent out. The date and amount your bank account will be charged is stated on each monthly utility bill. Your monthly bank statement will show the amount charged, the date of transaction and the transaction amount.*

**5. Q: What if there are non-sufficient funds (NSF) in my bank account on the payment date?**

*A: Your bank will return the AFT automatic payment. Non-sufficient Funds nsf will be treated by the City of Holly Hill and the bank as Non-sufficient Funds. The City of Holly Hill will charge a penalty on returned payments.*

**6. Q: What if I have questions about my bill amount?**

*A: Just call the number on your utility bill and we'll review the bill with you.*

**YOU MAY CANCEL YOUR PARTICIPATION IN THE AFT PROGRAM AT ANYTIME  
AUTOMATIC FUNDS TRANSFER (AFT) AUTHORIZATION.**

**PLEASE RETURN WITH YOUR VOIDED CHECK  
PLEASE MAKE A COPY OF THIS FORM FOR YOUR RECORDS**

I hereby authorize the City of Holly Hill to automatically initiate debit entries (charges) to my bank account (and for my bank to accept and post such debit entries) indicated below for payment of all bills rendered to me by the City of Holly Hill.

I understand that the City of Holly Hill will continue to send a bill each month at least 10 days before my bank account is to be charged and that the City of Holly Hill will impose a fee in the event a debit entry is not paid by my bank. I understand that I may cancel my participation in the AFT at anytime.

BANK NAME \_\_\_\_\_

BANK ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_ ZIP \_\_\_\_\_

BANK PHONE NUMBER (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

NAME OF ACCOUNT HOLDER \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ ZIP \_\_\_\_\_

UTILITY ACCOUNT NUMBER \_\_\_\_\_

SIGNATURE OF ACCOUNT HOLDER \_\_\_\_\_

DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

**IMPORTANT: YOU MUST ENCLOSE A VOIDED CHECK FROM THE BANK ACCOUNT YOU DESIGNATE.**

This authority is to remain in effect until the City of Holly Hill has received notification from me of its termination in such a manner as to afford the City of Holly Hill and Bank a reasonable opportunity to act on it. I (we) have the right to stop payment of charge entries by notifying the City of Holly Hill prior to the time the account has been charged.

Any erroneous or incorrect charge will be corrected upon notification to the City of Holly Hill. If corrections in the debit account are necessary, it may involve a credit or debit to my account.

Please allow six to eight weeks for your application to be processed. The City of Holly Hill will notify you of approval or other action taken with a message on your bill. Please continue to pay your bill as you normally would until you are notified of approval.



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**UTILITY BILLING DEPARTMENT**  
**UTILITY SERVICE INFORMATION SHEET**  
1065 Ridgewood Avenue, Holly Hill, Florida 32117  
**Phone:(386) 248-9432 Fax: (386) 248-9458**  
**<http://www.hollyhillfl.org> Email: [ub@hollyhillfl.org](mailto:ub@hollyhillfl.org)**  
**Waste Management 386-248-9432**

**PAYMENTS:** Bills shall be rendered monthly. All bills shall be due 20 days from the date of billing. A charge of 15% of the bill shall be added if not paid within 20 days of the original date of billing. If not paid after 30 days from the billing date, water service will be discontinued without notice.

**Service may be restored after your account is paid in full. In addition to paying all monies owed on your account you will also have to pay a \$25.00 delinquent account fee.**

**An additional security deposit equal to an average two month bill will be required in the event that service is disconnected three times in a twelve month period.**

Accounts that are terminated with balances not paid within 90 days will incur a \$35.00 city administrative collection fee as well as a 35% 3<sup>rd</sup> party collection fee on the outstanding balance.

**The City does not issue late notices; only monthly billing statements.**