

Frequently Asked Questions

Q: Do you offer an Online utility payment option?

A: Point and Pay is a pay-as-you-go service for your utility bill. You can make online payments 24 hours a day at www.mypolkcity.org.

You can make cash, check, and credit card payments to your account at City Hall during normal business hours. We do offer a drop box in our parking area, for after hours.

Call (863) 874-4808 for help enrolling.

Q: Can my penalty be waived?

A: We do not waive penalties if your payment is late.

Q: Why is my bill so high?

A: There are several factors that affect your bill. If you'd like to speak with a Customer Service Representative, please call 863-874-4808.

Q: What can I do if I have a water leak?

A: If you think you have a water leak that may have affected your bill, the City will allow an adjustment. The adjustment will not be done until you bring in a receipt from a plumber/written letter showing that you had the leak repaired. For more information, please call 863-874-4808.

Q: Are there minimum bills if I use no water?

A: Yes. You will pay base charges for all services.

Q: What do I do if my trash is not picked up?

A: If your trash has not been picked up on the designated day, please call Utility Billing Department at 863-874-4808. Outside City must call Polk County Solid Waste at 863-284-4319.

Q: I am a new business in the City of Polk City, what do I do?

A: As a new business you must apply for a business license, you must first obtain or have a Polk County business license. Once approved you can file out a commercial water application for water service.

Q: What are your current rates?

A: Current rates can be found on our citizenlink on the right side of the home page, online at mypolkcitey.org or call 863-874-4808.

Q: Can I make a partial payment on my bill?

A: Yes, but any amount left on your bill is eligible for disconnection when your account becomes delinquent. We do offer payment extensions. You must call Utility Billing at 863-874-4808 before disconnection, If you'd like to see if you qualify for a payment extension.

Q: Can a utility service be transferred from one person's name to another person's name?

A: In the event of a death or divorce it can be transferred by providing documentation. The person who wants to transfer service into their name will need to complete an updated application for service and bring the deposit current. The person giving their account to another person waives their deposit refund. Applications for this service are available in our office, on our citizenlink home page, and on our website.

Q: Does the City of Polk City require a deposit for utility services?

A: We do require a deposit. A deposit is based on a Utility Credit check. Our deposit for residential services is \$150.00 or \$300.00. A commercial deposit is \$300.00. A service fee applies if you use a credit card of 2.5 percent.

Q: May I change the due date of my utility bill?

A: We cannot change the due date of the bill. The due date is always the 25th of the month. We do offer payment extensions if you qualify. You must call the office at 863-874-4808 to make payment arrangements. Payment extensions do not waive penalties.

Q: How often do I have to get a business license?

A: Business licenses run from October 1 to September 30th. A business license expires on 9/30 each year. Business license applications can be found online at mypolkcitey.org or on our citizenlink home page.