

In Accordance with Ordinance 1246 (Amended June 2011)

Monthly Bills must be paid in full by the due date to avoid late charges of \$10.50.

Delinquent accounts subject to disconnection will be charged a service charge/nonpayment fee of \$50.00 if not paid by the 5th before 5:00 p.m. and will be disconnected without notice after the 5th. This fee applies to the account prior to the disconnection of the utility service. (Sec. 74-261)

In all cases where water has been disconnected, a reconnect fee of \$55.00 will apply. (Sec. 74-255)

FAILURE TO RECEIVE A BILL DOES NOT WAIVE PAST DUE PENALTIES, NONPAYMENT FEE, OR DISCONNECTION.

If Reconnection is requested outside of the City's normal business hours detailed below, a \$100.00 after hour's activation fee will apply. (Sec. 74-255)

Under Florida State Statute 812.14 meter tampering is illegal and will be prosecuted to the fullest extent of the law.

Methods of payment: Auto Withdrawal, Cash, Check, Money Order, Credit/Debit Card, Echeck (a convenience fee applies)

Pay by phone to Point and Pay at 1-888-891-6064 Option 1 from 8am to 10pm M-F, or call City Hall Utilities at 863-874-4808, Mon-Thursday 7:30-5pm.

A drop box is available for weekend and after hour payments. The City is not responsible for cash payments deposited in the overnight drop box. All such payments should be in the form of a check or money order.

Also available: [Online Payment, set up auto withdrawal \(no fee\) EFT or view your utility account online:](#)

- Go to mypolkcity.org
- On the home web page, select PAY MY BILL.
- Enter your customer account number, and your numerical numbers of your billing address. The customer account number is printed on your utility bill. You may also call the office to request this information as well.

Please sign up for email billing, this allows you to receive your bill the day the bill is generated. You can do email only billing or both and receive a paper bill also. You will also receive information regarding Boil Water Notices, Newsletters, events, etc. if we have your email address on file.

City Hall Office Hours: Mon-Thursday 7:30 a.m. – 5:00 p.m.

Telephone: 863-874-4808 Fax: 863-984-1984

AFTER HOURS EMERGENCY PHONE: 1-866-815-0074 ANY AND ALL WATER USAGE AND IRRIGATION WATER USAGE MUST BE PAID FOR DUE TO BOND CONVIENCE AND CITY ORDINANCE. THE CITY CANNOT ADJUST YOUR WATER BILL FOR ANY CIRCUMSTANCE OTHER THAN A PROVEN LEAK.