

## Frequently Asked Questions (FAQs)

Answers to common questions about your water and sewer service

### **How do I start my service?**

Service must be initiated through the filing of an application for new service. Applications are available on the District's website, at the Customer Service window at City Hall or by calling Customer Service at (561-845-4050).

Office hours: Monday-Friday 8.30am -3.30pm for new account.

Monday-Friday 8.30am-5.00pm for regular payments

### **Is a payment required when an account is opened?**

Yes. All accounts require a deposit. A list of deposit minimums are available on schedule of rates and charges, but generally residential accounts are three times an average estimated billing. Non-residential deposits are based on the size of the meter.

### **How do I request a new meter?**

Applications for a new meter installation available on the District's website, at the Customer Service at City Hall or by calling Customer Service at (561-845-4050).

### **I just purchased a new meter. How long will it take to have it installed?**

Meter installation takes approximately two weeks after all permits have been obtained.

### **How often am I billed for water/sewer service?**

You are billed monthly for your water/sewer usage.

### **How often are meters read?**

All meters are read every month on an approximate 30-day cycle.

### **Why has my bill amount increased? My usage has not.**

If your bill is unusually high, you may have a plumbing problem such as a leak. See below on how to check for a leak. If you do not detect a leak, contact Customer Service and the District staff can inspect your meter.

Customers should also consider that the District approved a series of rate increases to fund capital and system improvement programs. Your bill may be higher as a result of the increased rates. Rate increases generally are implemented on October 1<sup>st</sup>.

### **How do I determine if I have a leak?**

Make sure all the water is off in your home (no washing machine or dishwashers running). Go out to your water meter in the ground, remove the lid and see if the dial is moving. If the dial moves at all, and you are sure no water on your property is on, then there is a leak somewhere in your plumbing between where it starts at the meter and your home.

### **I suspect my high bill is due to a plumbing problem.**

The customer is responsible for fixing leaks and plumbing problems within the home or business plumbing system. The District provides a wastewater credit to adjust for water usage attributed to plumbing problems. This credit is only applied once every three years. Report the problem to Customer Service (561-845-4050) as soon as possible and forward a copy of the plumbing report and invoice to avoid unrecovered fees.

### **How do I report a leaky or broken meter?**

Call Customer Service at (561-845-4050).

### **Should I continue to pay my bill if my meter is not functioning properly, I am disputing a balance or I have an adjustment pending?**

Yes. You can work with a Customer Service Representative (561-845-4050) to determine what a normal bill is for you, and pay this amount each month.

### **Where can I pay my bill?**

For your convenience, we offer several ways to pay your water/sewer service bill:

**By phone** - You can pay over the phone by calling (561-845-4050), 24 hours a day, seven days a week.

**Online** - Pay your bill online using our convenient and secure online bill payment service.

**Walk-in** - Payment windows are available on the first floor of Riviera Beach City Hall, 600 W. Blue Heron, Riviera Beach, Florida 33404.

### **What happens if my bill is not paid by the due date?**

If your bill is not paid by the date due shown on the bill, a late fee will be added to your balance for each month you are past due. Delinquent accounts are subject to being disconnected and a possible lien filed on the property.

**My water was shut off and I can't pay my bill. What can I do to have service restored?**

You may be eligible for a payment plan that would allow you up to 6 months to pay your bill. Call Customer Service at (561-845-4050).

**Will I have to pay to have my service reconnected if it is cut off due to non-payment?**

Yes, you must pay the balance owed plus a \$12.50 reconnection fee, and a \$110.00. After hour fee if the reconnection is made after 4.30 pm. You may also be required to pay an additional deposit if your account is chronically delinquent.

**If my service is cut off and I pay my bill, how soon will service be reconnected?**

Service is generally restored within 24 hours of receipt of payment. Please be advised that all taps/faucets should be in the off position. Service crews will not restore service if water taps/faucets in the on position are detected within or outside the home. You should also secure all animals.

**Can I turn my water service on?**

No. This is illegal. If the District detects that you have restored your own service, your meter will be plugged to prevent water from entering the system. There is a \$250 fee for removal of the plug and additional fees for illegal jumpers.

**How do I stop my water service?**

Call Customer Service at (561-845-4050).

**I need to reach Customer Service but I don't have time to hold on the phone. Are there other ways to reach Customer Service?**

You can also reach Customer Service by call :( 561-845-4050) or email: [utilitybilling@rivierabeach.org](mailto:utilitybilling@rivierabeach.org)

**Am I eligible for the Senior Citizen Discount?**

The Senior Citizen Discount is available to senior citizens aged 65 years and older, with household income of \$25,000 per year or less. In order to determine whether you qualify for the discount, you must submit an application and certain required documents to verify your age and income. Call our Senior Citizen Discount Customer Service number at (561-845-4185) to request a brochure and application.

### **I am a home-bound senior. How do I apply for the discount?**

Please call our Senior Citizen Discount Customer Service number at (561-845- 4185). We will make arrangements to assist you with the application and gather the necessary information.

### **What is a sewer tap?**

The sewer tap is the physical connection point where the home's sewer line connects to the main municipal sewer line.

### **What is municipal sewage?**

Municipal sewage includes wastewater collected from residences, public buildings, industries, and commercial establishments. Municipal sewage is conveyed to a wastewater treatment facility.

### **What is a sanitary sewer system?**

Those structures (pipes, force mains, gravity sewer lines and manholes) in the wastewater collection system designed to convey municipal sewage only (not storm water) to a wastewater treatment facility are referred to as sanitary sewers.

### **What happens when I request service from the District?**

When you contact our customer service center, a customer service representative will enter your concerns into a database for tracking purposes. A service request will be generated and an inspector will be dispatched to investigate the issues. Initial contact usually occurs within 24 hours.

### **How are repair requests prioritized?**

Requests are prioritized based on three criteria: public health and/or safety, environmental impact, and severity of the problem requiring repair.

### **What are issues that the Department does not address?**

Some of the problems that don't qualify for repair are:

- Broken or leaking gutters and downspouts.
- Low spots between homes or properties where water stands.
- Leaking basements and wet crawl spaces caused by the slope of the property.

**What should a customer do when a sewage backup occurs in the home/yard, etc.?**

If you experience a sewage backup, you should contact Utility Special District for assistance at (561-845-4185) afterhours (561 845-4187).

**Who is responsible for cleaning up sewage spills, overflows and etc.?**

Spills on private property or inside a private building are the responsibility of the property owner.

**Still need help?**

We are here to help. E-mail us at [utilitybilling@rivierabeach.org](mailto:utilitybilling@rivierabeach.org) or call Customer Service at (561-845-4050).