

Palm Beach County Water Utilities Department

Welcome.





**Membrane softening train
used to filter drinking water
Delray Beach, FL**

Get to know us.

Palm Beach County Water Utilities Department serves approximately 570,000 residents with drinking water, reclaimed water and wastewater services. Comprised of five water treatment plants and over 4,400 miles of piping, your water department is capable of producing and delivering 104 million gallons of drinking water daily.

The water department's five wastewater treatment plants can process up to 84.5 million gallons of wastewater daily, returning up to 25 million gallons of water back into the water cycle through a highly utilized reclaimed water program while up to another 27 million gallons are provided to FPL for cooling water at its electric plants. Reclaimed water that isn't used for irrigation is pumped into the Wakodahatchee and Green Cay Wetlands, which reintroduce up to 6 million gallons of fresh water to the water table. Solids removed from wastewater are collected and converted into fertilizer pellets for textile agriculture and gases collected through the treatment process are converted to electricity, making Palm Beach County Water Utilities Department one of the greenest utilities in the nation.

In accordance with the provisions of the American Disability Act (ADA), this document may be requested in an alternate format. The information in this pamphlet is subject to the provisions of the Water Utilities Department Uniform Policies and Procedures Manual, which may be revised from time to time.

pbcwater.com

When you open an account, you'll receive a 4-digit ID number. Go to pbcwater.com and click Access My Online Account to register online.

Go to
pbcwater.com
and click **Access Your Online Account!**

Using your account number, your 4-digit ID and the zip code of the mailing address, you can register your account online. Once your online account is created, you can:

- ◆ Pay your bill online by credit/debit card or check
- ◆ Sign up for Auto Debit
- ◆ Sign up for E-Bill paperless billing
- ◆ Sign up for billing notifications
- ◆ Check your account history
- ◆ View your utility bill
- ◆ Update your billing address
- ◆ Update your phone number
- ◆ Update your e-mail address
- ◆ Request a re-read of your meter
- ◆ Request that your water service be turned off or on



Palm Beach County
The Best of Everything

Palm Beach County Water Utilities Department

**Save Time!
Pay Online!**

Click Access Your Online Account!

Access Your Online Account

Did you know you can now pay your bill using a debit or credit card online? Sign in and select **Pay using Credit / Debit card!**

To sign up for new service, download an application: [Residential Application](#)

[Non-Residential Application](#)

[Information Regarding Public Water Utility Service For The Acresage](#)

Water Conservation

WATER SHORTAGE WATCH
Helping us get in better shape.

Leak Detection Tips

Learn to check your toilet for leaks.
[Leak Detection Tips](#)

Also at pbcwater.com you can find current rates, policies and procedures, finance and water quality reports and information about our facilities including the Wakodahatchee and Green Cay Wetlands.

The Water Department website can be accessed 24 hours a day on your computer, tablet or smartphone.

Applying for service

Customers may apply for new service or move service by calling our Customer Care Service Center at 561-740-4600 or 877-477-1305 or by coming in to one of our Customer Service Centers.

The **Customer Care Center** is located at 9045 Jog Road, Boynton Beach, Florida. Hours of operation are:

Inside Walk In: 8:00 a.m. – 5:00 p.m. Monday through Friday

Drive-Up: 8:00 a.m. – 5:00 p.m. Monday through Friday

Call Center: 7:30 a.m. – 6:00 p.m. Monday through Friday

The **Western Region Customer Care Center** is located at the Glades Office Building, 2976 State Road 15, Belle Glade, Florida. Hours of operation are:

Inside Walk In: 8:00 a.m. – 5:00 p.m. Monday through Friday

Call Center: 7:30 a.m. – 6:00 p.m. Monday through Friday

Deposit amounts are based on meter size. Most new residential accounts require a \$110 deposit and \$35 account activation fee which must be paid in advance. Please have the correct property address along with a US Government photo ID, and proof of residency (closing deed, settlement statement, or lease signed by the property owner).

If you are the owner of rental property, a new account will be established in your name after each vacating tenant's service termination date. You will be billed for charges associated with the account until a new tenant requests service.

Once connected to the system, the customer is obligated to pay a base facility fee for service availability whether or not water is actually used.

Deposits

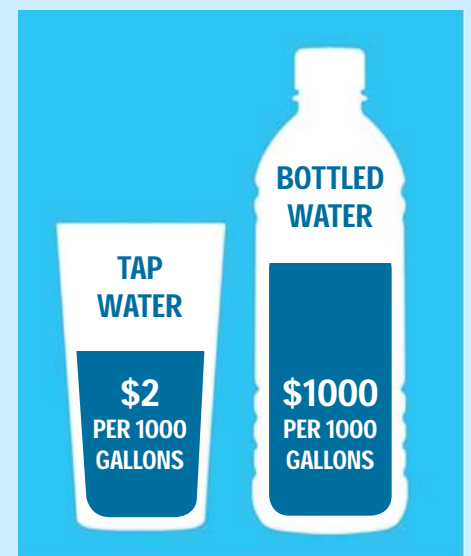
New customers must pay a deposit before service is initiated. The deposit does not prevent termination of service due to non-payment.

Your deposit will be credited to your water utilities account after 24 months if:

- ◆ You have not received more than one past due bill notice during the 24-month period
- ◆ You have maintained continuous utility service for 24 months without any delinquent turnoffs
- ◆ You have not had an uncollectable payment during the 24-month period

Customers who have been disconnected twice for non-payment or have submitted an uncollectable payment will be subject to an additional deposit requirement.

Deposits do not accrue interest.





Billing information

Each customer is billed monthly for approximately 30 calendar days of water and/or wastewater services. Your meter is read every month. The bill should arrive at approximately the same time each month.

A due date is located on the upper right hand portion of your current bill, and your payment must be received by this due date to ensure proper credit to your account.

You may access your account information on our website, pbcwater.com or through our interactive voice response system by calling 561-740-4600 or 877-477-1305, option 2. Have your account number and Customer ID number ready.

Past due accounts

An account is delinquent and will incur past due charges if payment is not received by the due date. Delinquent accounts will receive one pink past-due notice before service is disconnected. If your service is turned off because of non-payment, service will be restored within one business day after payment of the entire past due balance and \$35 delinquent fee is received, or payment arrangements are made.

Customers who have been disconnected twice for non-payment or have submitted an uncollectable payment will be subject to an additional deposit requirement.

If you have sold your property, please provide the name of the new owner. Property owners are responsible for all charges associated with the service address until the Water Utilities Department is notified of the date of sale.

Terminating service

Please plan on providing a forwarding address and notifying us at least three business days prior to your requested service termination date. If your service has been at a rental property, provide the first and last name and address of the landlord.

Paying your bill; options

1. Pay online with a credit/debit card or check at pbcwater.com.
2. Sign up for Automatic Debit at pbcwater.com.
3. Pay with a check by phone 561-740-4600, option #2. In Boca Raton call 561-278-5135. In the western region call 877-477-1305.
4. Mail your payment using the pre-addressed return envelope that is included with your bill. Please remember, you must return the proper portion of your bill with your payment so your account will be properly credited. Do not send cash in the mail.
5. Contact your bank to make arrangements to pay your bill electronically. You will need to provide your 10-digit account number.
6. Pay in person at a Palm Beach County Water Utilities Department Customer Care Center located at 9045 Jog Road, Boynton Beach and 2976 State Road 15, Belle Glade.
7. Drop your payment off at one of our dropboxes. Transactions received before 9:00 a.m. will be credited same business day. Do not put cash in the dropbox. Dropbox locations:

Palm Beach County Main Library

3650 Summit Boulevard, West Palm Beach

**Palm Beach County Water Utilities Department
Customer Service Center**

9045 Jog Road, Boynton Beach

Royal Palm Beach Village Hall

1050 Royal Palm Beach Boulevard, Royal Palm Beach

Palm Beach County West Boca Branch Library

18685 State Road 7, Boca Raton

Belle Glade City Hall

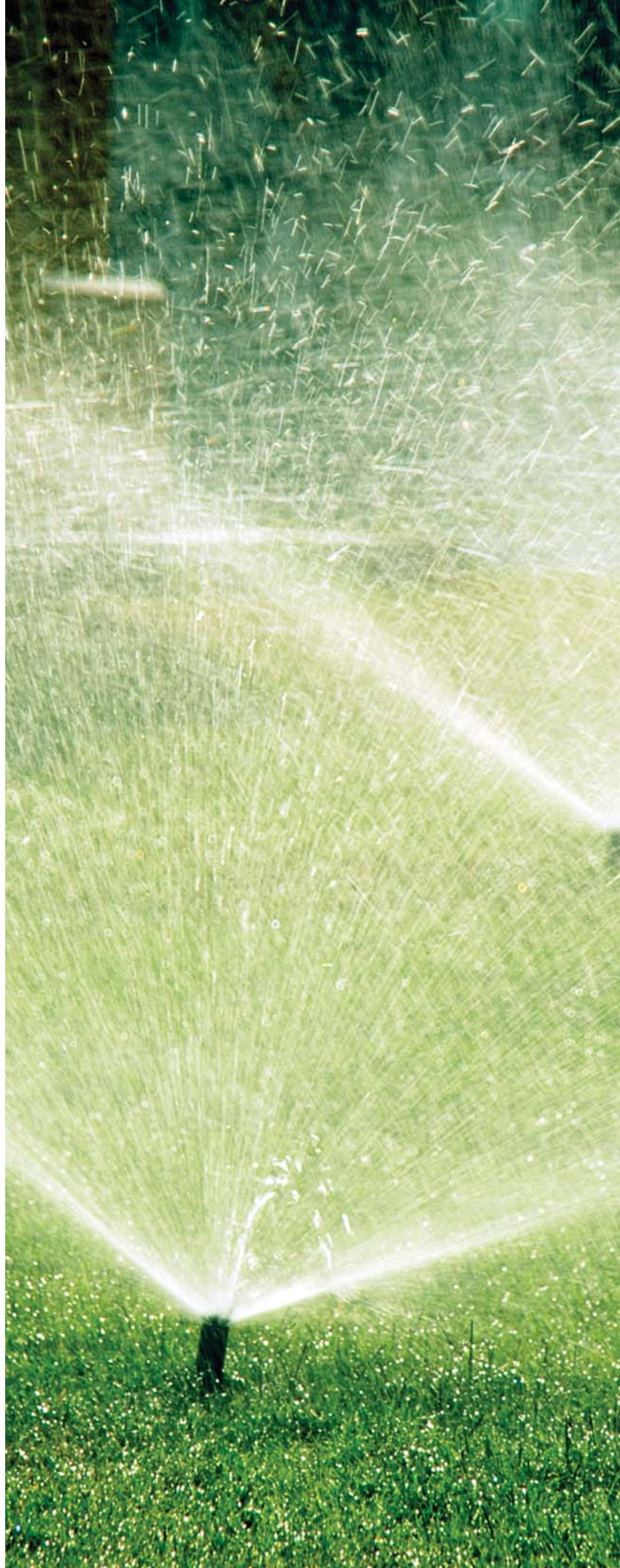
110 Dr. Martin Luther King Jr. Blvd West, Belle Glade

South Bay City Hall

335 SW 2nd Avenue, South Bay

Pahokee City Hall

207 Bacom Point Road, Pahokee



Reading your bill

1. Due Date Reminder

Your due date is found in the upper right hand corner.

2. Customer ID Number

Use this 4-digit number to register online or pay over the phone.

3. Summary Section

Provides a summary of account activity including the number of days in your billing cycle and usage.


4. Usage History

Lists your water consumption from one year ago, the previous month and a 12 month average.


8. Fee Definitions

Base Facility Fee: A fee paid on a monthly basis by all Customers to recover the Customer's share of the Utility's fixed or non-variable costs.

Commodity Fee: A fee paid on a monthly basis by all Customers with recorded actual or estimated consumption during the month. The Commodity Fee is intended to recover the Customer's share of the Utility's variable operating expenses.



Palm Beach County
Water Utilities



Palm Beach County
Water Utilities

Palm Beach County Water
Utilities Department
9045 Jog Road
Boynton Beach, FL 33472

Customer Service
Central County: (561) 740-4600
Boca Raton: (561) 278-5135
or
www.pbcwater.com

ACCOUNT NUMBER	ID#	SERVICE ADDRESS				STATEMENT DATE	DUE DATE	
1000012345	1234	100 FAUCET STREET				05/17/2013	06/16/2013	
METER NUMBER	CLASS	FROM	SERVICE TO	# OF DAYS	READ TYPE	METER READINGS (000's Gallons)		USAGE (000's Gallons)
00654321	R	04/15/2013	05/15/2013	30	ACTUAL	CURRENT: 763	PREVIOUS: 760	3
USAGE HISTORY (000's Gallons)								
ONE YEAR AGO		BALANCE LAST BILL Payment \$ 65.41 (65.41)						
4								
LAST MONTH		Base Facility Fee - Water 16.75						
3		Water Commodity 4.50						
		Base Facility Fee - Wastewater 17.30						
12 MONTH AVERAGE		Wastewater Commodity 12.00						
4								
		City Recycle Fee 1.95						
		City Mosquito Fee 2.00						
		City Utility Tax 2.52						
PAY THIS AMOUNT ⇨							\$ 57.02	

In accordance with the provisions of ADA, this document may be requested in an alternate format.

PLEASE TEAR HERE AND RETURN BOTTOM PORTION OF BILL WITH YOUR PAYMENT
MAKE CHECK PAYABLE TO PBCWUD

Palm Beach County Water Utilities Department
P.O. Box 24740
West Palm Beach, FL 33416-4740

1000012345
IMA WATERUSER
100 FAUCET STREET
BOYNTON BEACH, FL 33472

DUE DATE	AMOUNT DUE NOW
06/16/2013	57.02
STATEMENT DATE	AMOUNT ENCLOSED
05/17/2013	

0000001234 1000012345

5. Payment Section

This area shows payment for the prior month's bill (or will let you know how much you still owe) and most importantly a breakdown of the fees that will constitute your current bill.*

6. Message Section

In this section you may periodically see information specific to your account, such as "PAST DUE!"

7. Payment Stub

Please make your checks payable to PBCWUD.

Current rates are available online at pbcwater.com.

Note: If you receive a pink bill...your account is past due.



Reading your meter

Reading your water meter is as easy as reading the odometer in your car. Start at the left and read the numbers across. The amount of water you have used is measured and billed in thousands of gallons.

If you do not know where your meter is located, look for a meter box in the ground, usually located on the outer edge of the front yard. Carefully remove the meter lid. The meter will be identified by a serial number engraved on the top of the meter lid that is also found on your monthly bill.

You can determine your water usage by subtracting your previous month's reading from your current reading.

Meter Check and Rereads: It is our practice to investigate readings that are considered abnormal before we mail your bill. However, if you would like a Customer Service Representative to reread your meter, please call the Customer Service Center for assistance. There is a \$35 fee for this service if our initial reading is found to be correct.

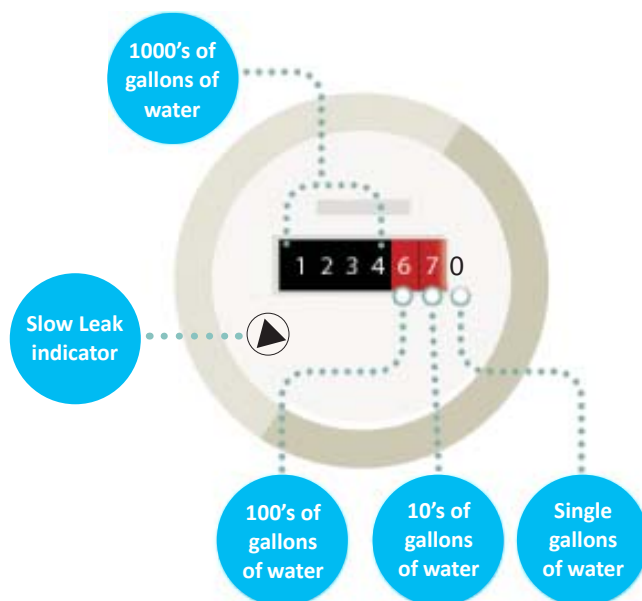
Accuracy Testing of the Meter: You may request a meter accuracy test. If your meter meets the standards set by the American Water Works Association, a fee will be assessed to your account to defray the cost of testing. Fees are based on meter size. There will be no charge if the meter does not meet the established industry standards, and a new meter will be installed.

Meter Access: All meters will be furnished, installed by, and remain the property of the Water Utilities Department. The customer must provide the Department continuous access to the meter.

Note: Any leaks that occur on the service location side of the meter are the responsibility of the account holder.

Anti-Tampering Ordinance

Unauthorized connection or use subject to civil proceedings and fines in accordance with Section 812.14 Florida Statutes.



Analog meters are read from left to right. In this illustration, the 6 indicates 1000's of gallons of water. If the slow leak indicator is turning when no water in the house is running, you have a leak.



Digital meters are read the same way, however they have an LCD display. You may need to use a flashlight to see the numbers. The slow leak indicator is on the left above the first two 0's.



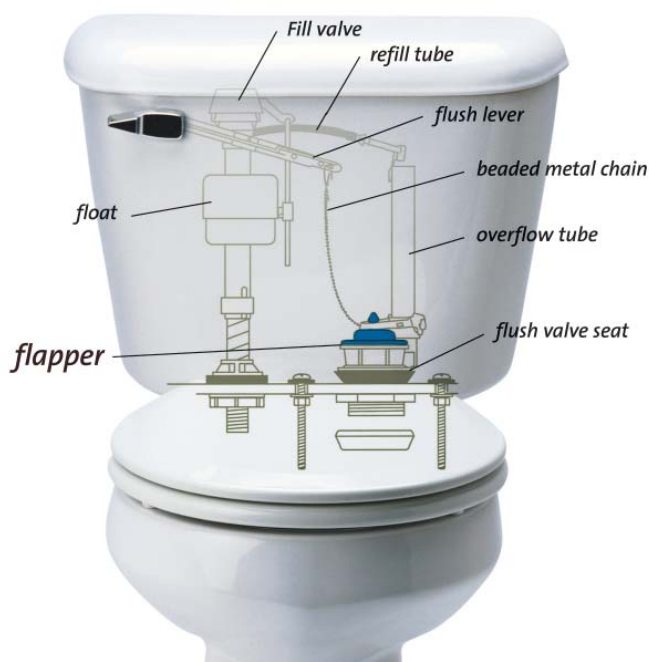
How to Check for Leaks

Leaks from pipes, plumbing fixtures and fittings are a significant source of water waste for many households. Research has shown that the typical home can lose 2,000 to 20,000 gallons of water per year due to leaks. Some leaks are obvious, such as dripping faucets and leaking water heaters. Unfortunately, many leaks go undetected for years because the source of the leak is not visible.

Leaks can often be detected by your water meter. Using your water meter you can perform a simple leak check with the following steps.

Make sure all water is turned off inside and outside the home. This test must be performed when no automatic water equipment is used, such as irrigation controllers, clothes washers, dishwashers, etc. Record the reading of the water meter and wait 15 minutes. Be certain no one uses any water during this time. Record the reading of the meter again. If the meter has recorded water use during the test, it might be due to a leak. Verify that the water use is not due to small appliances such as water filters, water softeners, or whole house humidifiers.

Even when leaks are detected, this test does not indicate the location of the leaks. Further investigation is needed to detect and locate all significant leaks.



A majority of in-home leaks occur due to a faulty toilet flapper. A flapper is a rubber gasket that is connected to the handle of your toilet. When you push the handle down, it lifts the flapper and water from the tank swirls through the bowl to flush the toilet. Over time flappers get worn and start to develop leaks. Leaks, by nature, are progressive, meaning they get worse as time goes by if they aren't fixed and water flows constantly.

It's easy to check if your flapper is leaking. Place a few drops of food coloring in the tank of your toilet and wait about 15 minutes. Don't flush. If the color starts to develop in the bowl, you have a leaky flapper that needs to be replaced.

Water wisely

- ◆ Water your lawn between the hours of 4:00 - 8:00 a.m. to reduce evaporation.
- ◆ Water lawns no more than once weekly in the winter and twice weekly in the summer.
- ◆ Water only when lawn shows signs of wilt.
- ◆ Don't water before, during or after rainfall.
- ◆ Keep mower blades sharp and raise the blade to the highest setting.
- ◆ Xeriscape (landscape) with native, drought-resistant plants, grasses, shrubs and trees.
- ◆ Use mulch to retain soil moisture.



Conservation tips

Help to conserve water and save money on your water bill! These easy, everyday things will help you use water more efficiently.

Outside...

- ◆ Water your lawn less often.
- ◆ Check your sprinkler heads.
- ◆ Get a rain sensor for your sprinklers.

In the Laundry Room...

- ◆ Wash full loads of laundry.
- ◆ Buy a front-loading washing machine.

In the Kitchen...

- ◆ Make sure your dishwasher loads are full.
- ◆ Turn off the water while washing dishes.

In the Bathroom...

- ◆ Fix leaky toilets.
- ◆ Check faucets and pipes for leaks.
- ◆ Don't use the toilet as a wastebasket.
- ◆ Take shorter showers.
- ◆ Turn off the water while brushing your teeth.
- ◆ Install water-saving showerheads.

At the Pool...

- ◆ Use a pool cover.
- ◆ Repair pool leaks.
- ◆ Prohibit diving, splashing and water fights.
- ◆ Plug the overflow line when the pool is in use.
- ◆ Turn off fountains or waterfalls that don't recirculate the water.

What not to flush

All the water you use in your home that goes down a drain or is flushed down a toilet finds its way to the wastewater collection system, composed of lift stations, that help to pump the water out of the community and force mains that pump the water to the wastewater treatment plant. The County has over 900 lift stations and 2,000 miles of wastewater force mains. It's quite a costly operation that requires constant maintenance and inspection.

Wastewater overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause of wastewater overflows is pipes blocked by items flushed down the toilet.

Here's what you shouldn't flush:

- ◆ Bags, wrappings, cardboard
- ◆ Band-aids and bandage wrappers
- ◆ Cleaning wipes
- ◆ Cotton balls, swabs and pads
- ◆ Dental floss and teeth whitening strips
- ◆ Disposable diapers, nursing pads, baby wipes
- ◆ Facial wipes
- ◆ Flammable or explosive substances
- ◆ Hair
- ◆ Kitty litter
- ◆ Personal hygiene and birth control items
- ◆ Prescription or over-the-counter medications
- ◆ Motor oil, anti-freeze or other toxic chemicals
- ◆ Needles and sharps
- ◆ Paper towels
- ◆ Rags
- ◆ Solvents, paints, nail polish remover

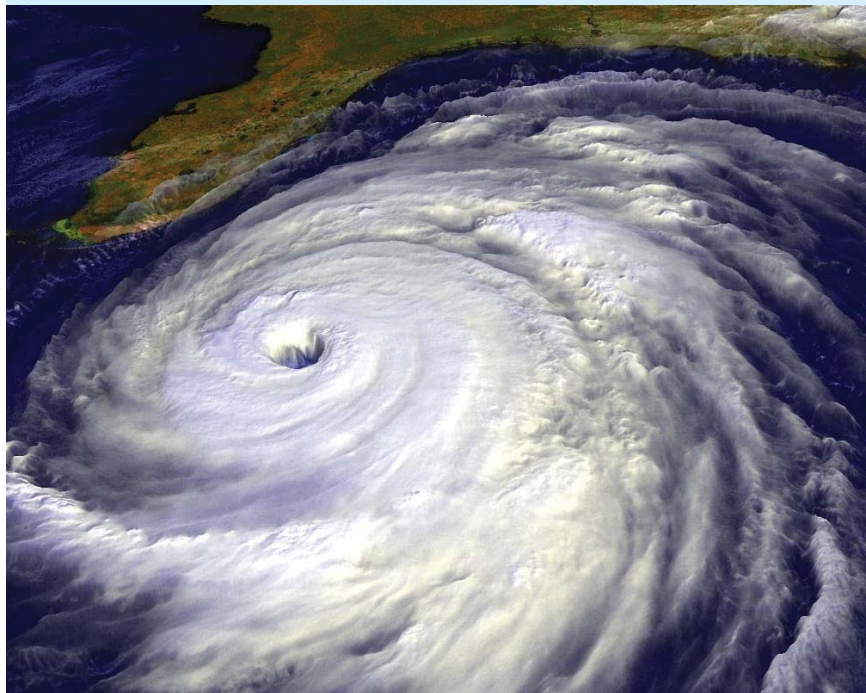
Helping to prevent clogged drains and wastewater backups is easy.

When in doubt, throw it in the trash.

Tips for clean drinking water before and after a hurricane

The Water Utilities Department wants to ensure our customers are prepared should we have a severe storm.

- ◆ Have one gallon of fresh, clean water per person, per day available to meet your drinking, cooking and hygiene needs for two weeks.
- ◆ Children, mothers who are nursing and sick people may need more than one gallon per day.
- ◆ Water for drinking can be stored in clean plastic bottles and jugs, but try to avoid jugs once used for milk or juice.
- ◆ Before a storm, fill a bathtub or large clean containers with water for cleaning and flushing the toilet.
- ◆ After a storm, **limit water use!** Supplies might be limited. Do not wash driveways or do laundry.
- ◆ After a storm, **do not immediately empty your bathtub and limit toilet flushing** as this could overwhelm the wastewater collection system, causing backups into the streets and your home.
- ◆ After a storm, if you noticed a severe drop in water pressure, you should bring your tap water to a rolling boil for one minute before consuming.
- ◆ Listen to radio or TV news to hear if your community has been issued a boil water notice.





Wakodahatchee and Green Cay Wetlands and Nature Center

The Wakodahatchee Wetlands, open since 1996, are located in Delray Beach on Jog Road. Constructed on 50 acres of previous wastewater utility property, the created wetlands are open to the public and feature a three-quarter mile boardwalk that crosses between open water pond areas and islands with shrubs and snags to foster nesting and roosting.

The boardwalk has interpretive signage as well as gazebos with benches along the way. This site is part of the South section of the Great Florida Birding Trail and offers many opportunities to observe birds in their natural habitats. Over 178 bird species have been identified there, along with turtles, alligators, rabbits, fish, frogs and raccoons.

Each day, the Southern Region Water Reclamation Facility pumps approximately two million gallons of highly treated wastewater into the Wakodahatchee Wetlands, which in turn acts as a percolation pond, returning billions of gallons of fresh water back into the water table.

In 2005, the Water Department opened Green Cay Wetlands and Nature Center on a site previously used to grow bell peppers. The land's natural beauty has been restored and an oasis of 100 acres of green space within a suburban community was created.

In addition to providing educational and recreational opportunities for the public and habitat for wildlife, the Green Cay Wetlands, like Wakodahatchee, naturally filter several million gallons of highly treated water daily. The wetlands also help to recharge groundwater and keep fresh water in the regional water cycle.

The Green Cay Nature Center has a variety of educational exhibits including a turtle pond, frog terrarium, alligator hole, and a wetland diorama which incorporates sculptures and paintings of typical animals and plants that live in South Florida wetlands. Learn fun facts about each species and how they coexist in nature.

Interpretive signs along both loops of the one and a half miles of elevated boardwalk provide information on wetland animal species and plants you may see while visiting Green Cay.

The Green Cay Nature Center, located at 12800 Hagen Ranch Road in Boynton Beach, is operated by the County Parks and Recreation Department.





**Palm Beach County
Board of Commissioners**

Water Utilities Department

pbcwater.com

Customer Care Center

9045 Jog Road, Boynton Beach, FL 33472

Lobby Hours: M-F 8:00am - 5:00pm

Phone Center: M-F 7:30am - 6:00pm

Central County: 561-740-4600

South County: 561.278-5135

Western Customer Care Center

Glades Office Building

2976 State Road 15, Belle Glade, FL 33430

Lobby Hours: M-F 8:00am - 5:00pm

Phone Center: M-F 7:30am - 6:00pm

Phone Center: 877-477-1305