The PSC and its staff are always ready to answer questions about the regulation of public utilities. The Commission’s Office of Consumer Assistance and Outreach provides a staff of information specialists who are available to answer questions from Florida consumers. Consumers should, however, seek information on rules, service and rates directly from the utility.

If customers have a problem regarding service, billing, or rates, they should first attempt to resolve it with the utility. After allowing the utility adequate time to correct the problem, unsatisfied customers may call the PSC at 1-800-342-3552, or fax questions to 1-800-511-0809. Customers may also contact the PSC via the following E-mail address:

calendar@psc.state.fl.us.

In addition, visit the Public Service Commission’s Internet home page at


Or write to:

Florida Public Service Commission
Office of Consumer Assistance and Outreach
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Rev. 12/2015
Initiation of Water and Wastewater Service
Each utility is required to provide service without unreasonable delay to anyone in its service area who makes proper application. The utility is also required to maintain its office for public inspection, a copy of its tariff which has been approved by the Florida Public Service Commission (FSCC). The tariff contains all rate schedules, a schedule of charges, the rules and regulations of the utility company.

Customer Deposits
When a customer applies for water or wastewater service, the utility can ask that the customer establish credit by furnishing a cash deposit, a satisfactory guarantor to secure payment of bills, an irrevocable letter of credit from a bank, or a surety bond. Each utility requiring customer deposits must pay a minimum of 2 percent interest per year on the deposit. However, after a residential customer has established a satisfactory payment record and has had continuous service for 23 months, the utility must refund the customer’s deposit. A satisfactory payment record is established when the customer has not, in the preceding 12 months, (a) made more than one late payment of a bill, (b) paid with a check refused by a bank, (c) been disconnected for non-payment, or at any time, (d) tampered with the meter, or (e) used service in a fraudulent or unauthorized manner. Under certain circumstances, such as repeated late payment of bills or continued bills in excess of the amount of the current deposit, the company may require an additional or new deposit. However, the total amount of the requested deposit cannot exceed the average of the actual charge for water and/or wastewater service for two billing periods for the most recent 12-month period.

Billing Practices
The company is required to read the customer’s meter and send bills at regular intervals. Most utilities bill monthly for service; however, a few utilities bill bi-monthly or quarterly. The customer has 20 days from the postmark date to pay the bill. If payment is not made by the due date on the bill, service may be discontinued provided the company sends a written notice that the amount is delinquent and subject to interruption of service. The notice should allow the customer 5 business days to remedy any deficiency. Service may not be discontinued for nonpayment on Friday and 9:00 a.m. the following Monday or between 12 noon on the day before a holiday and 8:00 a.m. the next working day, for nonpayment of a bi-monthly or quarterly bill. Also, service cannot be discontinued or withheld for any leaks on the customer’s side of the water meter. If the leak is on the customer’s side of the meter, the customer can be billed for the consumption of the water and any related wastewater charges. The company is under no obligation to show how the water was consumed once it has passed through the meter. The company is obligated to make sure the meter is working correctly and that accurate readings are being taken.