



PUBLIC SERVICE - UTILITY BILLING INFORMATION

The following rates and services information is furnished for customers of the City of Sunrise utility system. **All rates are subject to change.**

WATER, WASTEWATER (SEWER) AND GARBAGE RATES

Residential Accounts

Water: \$20.87 for monthly base facility (minimum charge whether service is on or off), \$4.09 per 1,000 gallons used (up to 30,000 gallons) and \$5.18 per 1,000 gallons used (over 30,000 gallons) commodity charge.

Wastewater (Sewer): \$29.68 for monthly base facility and \$4.16 per 1,000 gallons of water used (16,000 gallons maximum).

VIEW YOUR ACCOUNT ONLINE / PAY ONLINE OR BY PHONE

Use the City of Sunrise Customer Service Inquiry System to access your account information – and make credit card, debit card or check payments online. Please visit our website at www.sunrisefl.gov/payments for additional information. Phone payments may be initiated by calling toll free 1-866-335-0510. Sunrise utility customers pay no service fee for online or phone payments.

PAY AUTOMATICALLY (BANK DRAFTING/RECURRING CREDIT CARDS)

Make payments automatically from your bank account or credit card each month, with no transaction fee. To enroll in our free bank drafting service or recurring credit card service, just visit the new Utility Bill Payment System and sign up for bank drafting and enroll in recurring credit cards right from our convenient online system. Visit <https://css.sunrisefl.gov/css/> to register and enroll.

LATE FEES

All utility charges should be paid by the due date to avoid a possible discontinuation of service due to non-payment. A late fee of \$10.00 will be imposed on all bills that are not paid (in full) within twenty-eight (28) days of the date the bill is rendered.

TEMPORARY DISCONNECTION OF SERVICES

Should you require temporary discontinuance of water service, please contact Public Service at (954) 746-3232 or by email to customerservice@sunrisefl.gov to schedule the dates for disconnection and reconnection. The service fee for turn-off or turn-on is \$15.00.

Base charges for water, wastewater (sewer) will continue to bill monthly, even when services are off.

PERMANENT DISCONNECTION OF SERVICES

When premises are permanently vacated due to sale of property, completion of lease term, etc., there are charges to close the utility accounts of vacating utility customers. The service fee is \$15.00 per water meter for water accounts. Customer utility deposits will not be applied to outstanding account balances in order to discontinue services. Deposit refunds due to utility customers will generally be issued within four to six weeks of the closing of accounts. It is the customer's responsibility to provide a forwarding address.

DISCONNECTION OF SERVICE FOR NON-PAYMENT

Utility bills are considered delinquent if not paid within 21 days of issuance, and services are subject to disconnection if payment is not received within 45 days of billing.

The charge for disconnection and reconnection of water is \$50.00. If water service has been disconnected within the preceding six months, the water disconnection and reconnection charge increase to \$70.00.

Service will be restored after full payment of the past due balance and service charges is received in cash, cashier's check, money order, credit card or debit card ONLY. The City's policy is to attempt to reconnect within 24 hours of payment. However, we strive to provide same day service if possible.

Under no circumstances is any customer or individual other than an authorized City representative permitted to turn water or gas back on. In the event this occurs, a \$100.00-meter tampering charge will be assessed, and service will be disconnected with additional charges.

Any questions concerning rates or services may be directed to Public Service at (954) 746-3232. The provisions of Chapter 15 of the Sunrise Code of Ordinances set forth the complete and controlling utility policies and procedures.