

NOTICE TO ALL PLANT CITY CUSTOMERS

CUSTOMER SERVICE is available Monday through Friday 8:00 am – 4:45 pm, except for City observed holidays. Phone: (813) 659-4222 Location: 302 West Reynolds Street

Application for new service or resumption of service is accepted between the hours of:

- 8:00 am – 4:00 pm
- Monday - Friday, except for City observed holidays
- Service will be turned on by the end of the next business day

NO AFTER-HOUR WATER TURN ON SERVICE CALLS ASSOCIATED WITH UNPAID BILLS

For after hour emergency water and sewer service calls, contact Utility Operations at (813) 757-9191.

Examples of emergency service calls are:

- Apparent leaks in water or sewer mains and services
- Vehicle accidents involving City water facilities (fire hydrants, water meters, backflow preventers)
- Sewer backups inside which include sewage rising into floor drains, bathtubs/showers (a single sink or toilet clog is generally an internal plumbing issue and does not involve City utilities)
- Significant change in water pressure or quality (taste, odor, color)

METHODS OF PAYMENT

- 1) On-line at www.plantcitygov.com: MasterCard, Visa, Discover or Checking Account (e-check)
- 2) Pay by Phone (Interactive Voice Response): 1-855-748-6018 (Toll Free)
- 3) Mail: City of Plant City, P O Box C, Plant City, Florida 33564-9003
- 4) In person: City Hall, 1st floor, 302 West Reynolds Street - cash, check, money order, credit card
- 5) Drop box: in front of City Hall - 24 Hours a Day, 7 Days a Week. Payment is posted at 8:00 am the following work day, which excludes holidays and weekends
 - City of Plant City (CPC) is not responsible for late or missing payments.
 - CPC cannot acknowledge payment until it is removed from the drop box and applied to the appropriate account. All CPC policies will apply if payment is not received.
 - Please do not put cash payments in the drop box.
- 6) Automatic debit from your checking or credit card account by applying for Scheduled Payment Option once you register for Online Payment Services at www.plantcitygov.com

Failure to receive a bill does not relieve the customer of responsibility to pay for services received. The customer is responsible for payments that have not been received by the CPC.

PAYMENT AND DISCONNECT POLICY

Utility bills are due upon receipt and become past due after the statement due date. If you believe that the amount on your billing statement is incorrect, please contact Customer Service to discuss your account before the due date.

Once service has been found in default, all past due charges together with a Service Default fee must be paid in full by 4:00 p.m. before service is resumed. Please contact customer service representative when making a past due payment through the Interactive Voice Response System (IVR) or Online.