



# City of Alachua Customer Information

## Residential - Cycle 1:

Your electric and water meters are read each month around the 8th to the 11th. From these readings, the bills are computed and sent out to you by the twenty-fifth day of the month. Should you not receive your bill by the 1st of the month, please give us a call at 418-6110. Cycle 1 bills are due on the 10th of each month. Current charges not paid by the due date are delinquent and are assessed a 10% penalty, which will be added to the total amount due. If your account is scheduled for cut off more than once, you may be required to pay an additional deposit as well as the total bill plus applicable service fees.

### Rates:

#### **Electric\***

\$9.00 Customer Charge +		
Tier #1	0-1,000 KWH	\$0.0920 per KWH
Tier #2	1,001 KWH and above	\$0.1020 per KWH

#### **Water\***

\$8.10 Customer Charge +		
Tier #1	0-4,000 gallon	\$1.68 per 1,000 gallons
Tier #2	4,001-8,000 gallon	\$2.18 per 1,000 gallons
Tier #3	8,001 gallon and above	\$3.27 per 1,000 gallons

#### **Irrigation\***

\$8.10 Customer Charge +		
All Consumption		
		\$3.27 per 1,000 gallons

#### **Sewer**

\$9.35 Customer Charge +		
All Consumption		
		\$4.85 Per 1,000 gallons

#### **Garbage**

\$20.74 per Month

## Cycle 2:

Your electric and water meters are read each month around the 23rd to the 26th. From these readings, the bills are computed and sent out to you by the tenth day of the month. Should you not receive your bill by the 15th of the month, please give us a call at 418-6110. Cycle 2 bills are due on the 25th of each month. Current charges not paid by the due date are delinquent and are assessed a 10% penalty, which will be added to the total amount due. If your account is, scheduled for cut off more than once, you may be required to pay an additional deposit as well as the total bill plus applicable service fees.

## Rates: Electric, Water, Irrigation, Sewer & Garbage- Same as Cycle 1

**Turkey Creek Garbage Rate**                      \$21.47 per Month

\* Power (Fuel) Adjustment: The increase in the cost of fuel to the City of Alachua since October 1, 1973(Exempt from Utility Tax).

\* 10% Utility tax & .0257% Gross Receipts tax

- Water & Irrigation rates are based on a 5/8"X3/4" meter for all other meter sizes please request additional rate information.

### ➤ **Utility Payments:**

By Mail: City of Alachua P.O. Box 9 Alachua, FL 32616-0009  
Lobby & Drive-Thru window: Monday-Thursday 7:30A.M.-6:00P.M.  
Night deposit box: located in drive-thru window at City hall, 24 hours a day  
Online: [www.cityofalachua.com](http://www.cityofalachua.com), 24 hours a day

### ➤ **Payment Extension:**

The City may extend the date upon which a utility bill is due and payable. The terms for the extension shall be approved by the Billing Department. If payment for which an extension has been granted is not received when due, then services will be disconnected and fees assessed in accordance with City Code of Ordinance.

### ➤ **Returned Item for Payment (NSF):**

A service charge in the maximum amount authorized by F.S. § 166.251 shall be made for each check to the City which is returned by a bank of insufficient funds in the customer's account to cover the amount of such check or ACH.

If any check, draft or other order for payment is returned to the City as being dishonored, whether for insufficient funds in the account, or if account is closed, or for other reason, the customer shall receive a twenty-four hour notice to compensate for said check, draft or other order for payment. If customer does not compensate for said check, draft or other order for payment, service shall immediately be discontinued until payment is made by cash, money order or cashier's check.

### ➤ **Excess returned Items:**

The maximum allowable number of checks returned for NSF is three checks. Any customer accruing three dishonored checks shall be required to pay subsequent bill by cash, money order or cashier's check.

➤ **Good Credit Deposit Refund Request:**

The City will credit the deposit held for any “Residential Customer” who has for two consecutive years maintained a timely payment record. A timely payment record shall be defined to mean the payment of an outstanding utility bill on or before the due date, no non-payment disconnects, no non-sufficient funds, no returned automated clearing house (ach) payments, and not more than one late payment notice during the two-year period. If the residential customer subsequent to receipt of the “Good Credit deposit Refund, fails to maintain a satisfactory credit rating, the residential customer will be required to provide a deposit based upon the City’s deposit requirements at such time.

**HOUSEHOLD & RECYCLE COLLECTION DAY**

North of US 441 collected once weekly on Friday  
South of US 441 collected once weekly on Tuesday

**YARD TRASH:** Entire city collected once weekly on Wednesday

**APPLIANCE PICK-UP:** Call contracted waste hauler to schedule a pick up

**HELPFUL TIPS ABOUT YOUR GARBAGE, RECYCLING, YARD-TRASH AND BULK PICK-UP**

**PROPER CONTAINERS REQUIRED:** All trash should be put out to the curb inside a container with a lid. Trash should not be put out at the curb in garbage bags.

**YARD TRASH:** Limbs can be no larger than 5 feet long or 4 inches in diameter and no heavier than 40 pounds. Bind limbs in small bundles with string (not wire) for easy handling.

**RECYCLING:** Place newspapers, magazines, plastic and glass bottles and containers, aluminum and "tin" cans in your recycling bin.

\* Please flatten cardboard boxes and remove packaging materials.

\* Any containers that held motor oil or other petroleum products and all pizza boxes and beverage cartons should go into your garbage can.

**Over sized items & appliances – Please call 386-462-2500 to schedule. Pickup is 1st and 3rd Monday of each month.**

**\*\*\*\*\* Setout time is 7 AM or after 5 PM the night before. \*\*\*\*\***

**Report Power Outages: 24hour a day seven days a week.. 386-418-6185**

**City of Alachua Department Address Phone Fax**

Police.....	15000 NW 142 <sup>nd</sup> Ter.....	386-462-1396.....	386-462-6579
Fire/Rescue .....	15040 NW US HWY 441 .....		(911) Emergency
			386-462-2813(Admin)
City Hall.....	15100 NW 142 <sup>nd</sup> Ter.....	386-418-6100	
Utility Billing.....	15100 NW 142 <sup>nd</sup> Ter.....	386-418-6110.....	386-418-6114
Building, Codes Enforcement.....	15100 NW 142 <sup>nd</sup> Ter.....	386-418-6120	
Planning & Zoning.....	15100 NW 142 <sup>nd</sup> Ter.....	386-418-6120	
Pubic Services.....	15100 NW 142 <sup>nd</sup> Ter.....	386-418-6140	
Recreation .....	14300 NW 146 <sup>th</sup> Ter.....	386-416-1610	

**Other Utility Providers**

Windstream.....	1-800-852-4222
Cox Cable.....	352-377-1741
Communicom.....	386-454-2299
GRU Gas.....	352-334-3400
Refuse hauler-Waste Pro.....	386-462-2500

**PUBLIC MEETINGS:**

**City Commission Board Meetings:** Second and Forth Mondays of each month at 6:30P.M

**Planning and Zoning Board Meetings:** Second Tuesday of each month at 6:30P.M.