

HOW TO READ YOUR MIAMI-DADE WATER AND SEWER DEPARTMENT WATER BILL

Your Bill (Sample)

This sample bill shows you how to read and understand your Miami-Dade Water and Sewer bill. Note that all applicable fees, charges and deposits when opening a new account are reflected on your first bill.

Miami-Dade Water and Sewer Department
P O Box 026055
Miami, FL 33102-6055

1 Name: [REDACTED]
Account Number: [REDACTED]
Billing Date: 07/20/2016
Past Due Date: 08/10/2016

Billing Inquiries (hours 8:00 AM - 7:00 PM) 305-966-7477
Report any hazardous conditions to 305-274-9272
Water Conservation Program Information- Call 311
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2 Messages
Go green by enrolling in Paperless Billing and/or Auto Pay. Pay your bill and view your account on-line at www.miamidade.gov/water. To pay by phone using your bank account, call 1-800-563-1800. To use a credit card call 1-800-510-0830.
Our records indicate this account is enrolled in E-PAY. If you are enrolled with the AUTO-DEBIT option, the bill balance will be automatically deducted from your bank account the day prior to the past due date shown on this bill.

3 Account Summary
Previous Balance \$ 124.86
Payment Received -124.86
Current Charges 144.73
Total Account Balance \$ 144.73

4 Service Period, Meter Readings and Water Consumption:

Service From	Service To	Meter Number	Days of Service	Prior Reading	Current Reading	Consumption in CCF	Consumption in Gallons
04/05/16	07/08/16	[REDACTED]	94	408	431	23	17204

5 Service Address: [REDACTED]

6 Water Charges

Water Charges	39.26
Hydrant Charge	2.40
Water Charges Subtotal	\$ 41.66

For more information see back of bill
Return this portion with Payment
Miami-Dade Water and Sewer Department
P O Box 026055
Miami, FL 33102-6055

7 Account Information and Payment

Account Number	Past Due Date	Amount Due (US \$)	Amount Enclosed
[REDACTED]	08/10/2016	\$ 144.73	Thank you for your prompt payment.

Payment in US funds must be received by the past due date to avoid discontinuance of service. A 10% late charge will be assessed if payment is not received by the past due date.
 Check box for address change. Please print changes on reverse side.

Pay by phone or Online:
 1-800-565-1800 checking/savings
 1-800-510-0830 credit card
www.miamidade.gov/water

000000000014473

1 Customer/Department Contact Information

Account name, account number, billing date, and bill past due date. Departmental contact information, hazardous conditions and water conservation contacts are also included.

2 Messages from the Miami-Dade Water and Sewer Department:

The department often includes special messages and encourages customers to read this area to keep up with programs and any new projects that may be occurring.

3 Account Summary:

A summary of your account, which includes the previous balance, payments received, current charges and the total.

4 Service Period, Meter Readings and Water Consumption:

Service period dates, meter number, days of service, a comparison of the reading during the current period with that of the previous period, and the total water consumption units (CCF) used to determine water charges. A conversion from CCF units to 100-gallon increments is provided. **Note: Our meters are read in increments of 100 cubic feet (CCF) every three months.**

- 100 Cubic Feet (CCF) = 1 Unit
- Unit = 748 Gallons

In this sample bill, a 26-unit consumption is billed based on 194.48 hundred gallons. (26 x 748 = 19,448/100 = 194.48)

5 Service Address and Water Charges:

Property address and a graphical representation of the water usage history.

6 Current water charges, hydrant charge and water charges subtotal.

7 Account Information and Payment:

Account number, past due date, and amount due. Please note that payment must be received by the past due date in order to avoid additional charges. Return this portion with payment for proper credit. Please include the account number on your check.

8 Customer/Department Contact Information:

Account name, account number, billing date, and bill past due date. Departmental contact information, hazardous conditions and water conservation contacts are also included.

9 Water Fees, Taxes and Meter Number:

Meter number, excise tax, utility service fee and a subtotal of the water fees and taxes. The meter number is associated with the property and records the water usage. The fees are explained in the description of the billing terms below.

10 Service Period, Meter Readings and Water Consumption:

Service period dates, meter number, days of service, a comparison of the reading during the current period with that of the previous period, and the total water consumption units (CCF) used to determine water charges. A conversion from CCF units to 100-gallon increments is provided above.

11 Sewer Charges:

Current sewer charges and sewer charges subtotal.

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9 Water Fees and Taxes

Excise Tax	3.93
Utility Service Fee	3.14
Water Fees and Taxes Subtotal	\$ 7.07

10 Service Period, Meter Readings and Water Consumption:

Service From	Service To	Meter Number	Days of Service	Prior Reading	Current Reading	Consumption in CCF	Consumption in Gallons
04/05/16	07/08/16	[REDACTED]	94	408	431	23	17204

11 Sewer Charges

Sewer Charges	77.70
Sewer Charges Subtotal	\$ 77.70

12 Description of Billing Terms:

- 1) DEPOSIT REFUND/CREDIT** – Customers with a good credit history will have their deposit credited to their account within 2 years.
Good credit history is defined as a period of two (2) years with no service cutoffs or tampering violations combined with a record of less than three (3) late payments for a quarterly customer or less than five (5) late payments (for a monthly customer). Customers closing their accounts will be refunded their deposit, less any amount still due.
- 2) CONSUMPTION CCF (hundred cubic feet)** – The department bills in hundred cubic feet which is expressed as CCF. One CCF is equivalent to 748 gallons.
(for example: 10 CCF x 748 gallons = 7,480 gallons)
- 3) UTILITY SERVICE FEE** – All water and sewer utilities in Miami-Dade County are required to pay this fee to support regulatory activities of the Permitting, Regulatory and Economic Resources Department.
- 4) HYDRANT CHARGE** – This charge is for the installation, maintenance and repair of fire hydrants. Customers in the unincorporated areas of Miami-Dade County and certain municipalities are billed this charge if their property is located within a radius of 660 feet of an existing fire hydrant, as per Miami-Dade County Code.
- 5) EXCISE TAX & STORMWATER CHARGE** – This is a charge imposed by unincorporated Miami-Dade County or certain municipalities. It is collected and remitted to either Miami-Dade County or the appropriate municipality.

13 Area Offices:

The location of area offices where you can pay your bill or apply for water and sewer service. The LeJeune office accepts payments only.

14 To change account information:

Complete this area to change your mailing address or other contact information. You may also change the mailing address through our website at www.miamidade.gov/wa

15 Customer/Department Contact Information:

Account name, account number, billing date, and bill past due date. Departmental contact information, hazardous conditions and water conservation contacts are also included.

- Commission Surcharge: This is a tax which funds our regulator. This tax is 1.5% of your total bill.
- Total Taxes: This is the sum of all taxes for the billing cycle.

Total Amount Due: The total amount due is the total summary of charges of your entire bill, including any past due amount. This should be paid on or before the current bill's due date.

16 Sewer Utility Fees:

The current sewer utility service fee and subtotal.

17 Stormwater Charge:

The current stormwater charge and subtotal and the contact number for the appropriate municipality.



The Miami-Dade Water and Sewer Department is committed to serving the needs of Miami-Dade County residents, businesses, and visitors by providing high-quality drinking water and wastewater disposal services while providing for future economic growth via progressive planning; implementing water conservation measures; safeguarding public health and the environment; and providing for continuous process improvements and cost efficiencies.

**FOLLOW US ON SOCIAL MEDIA:
@MIAMIDADEWATER**



12 Description of Billing Terms

1. DEPOSIT REFUND/CREDIT - Retail customers with a good credit history will have their deposit credited to their account. Good credit history is defined as a period of two (2) years with no service interruptions combined with a record of less than three (3) late payments for a quarterly customer or less than five (5) late payments (for a monthly customer). Retail customers closing their accounts will be refunded their deposit, less any amount still due.
2. Consumption CCF (hundred cubic feet) - The department bills in hundred cubic feet which is expressed as CCF. One CCF is equivalent to 748 gallons. (For example: 10 CCF x 748 gallons = 7,480 gallons)
3. UTILITY SERVICE FEE - All water and sewer utilities in Miami-Dade County are required to pay this fee to support regulatory activities of the Permitting, Regulatory and Economic Resources Department.
4. HYDRANT CHARGE - A charge to the customer for the hydrant water service and for the installation, maintenance and repair of the hydrants. Customers in the unincorporated areas of Miami-Dade County and certain municipalities are billed this charge if their property is located within a radius of 660 feet of an existing fire hydrant, as per Miami-Dade County Code.
5. EXCISE TAX & STORMWATER CHARGE - This is a charge imposed by Unincorporated Miami-Dade County or certain municipalities. It is collected and remitted to either Miami-Dade County or the appropriate municipality.

13 AREA OFFICES

For payment of bills and requests for application for water and sewer service.

2575 South LeJeune Road HOURS: 8:00 A.M. - 6:40 P.M. (Cashiers Only)	10710 S.W. 211th Street HOURS: 8:00 A.M. - 4:30 P.M. (South Dade Government Center)	2326 N.W. 62nd Street HOURS: 8:00 A.M. - 4:30 P.M. (Martin Luther King Plaza)	3071 S.W. 38th Avenue HOURS: 8:00 A.M. - 4:30 P.M. (Douglas Road Metrorail Station)
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CONNECT WITH US
miamidadewater

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To change your mailing address, please visit www.miamidade.gov or complete the form below and return with your payment

Name: _____ Home Phone # _____
 Street Address: _____ Work Phone # _____
 City: _____ State: _____ Zip: _____
 E-mail Address: _____ @ _____

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Miami-Dade Water and Sewer Department
 P O Box 026055
 Miami, FL 33102-6055

Name: _____
 Account Number: _____
 Billing Date: 07/20/2016
 Past Due Date: 08/10/2016

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Sewer Fees		
	Utility Service Fee	6.22
	Sewer Fees Subtotal	\$ 6.22

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Stormwater		
For Information Call: 305-372-6686	Stormwater Charge	12.00
	Stormwater Subtotal	\$ 12.00

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