



POLK COUNTY

Florida's Crossroads of Opportunity

Utilities Customer Service

Mail Bills / Account Information

011 Jim Keene Boulevard, SR 540 • Winter Haven, FL 33880

863-298-4100 / 800-301-6039

Fax 863-298-4111

Lobby Hours: 8:00 A.M. - 4:30 P.M.

www.polk-county.net



Account Number	
Service Address	
Cycle-Route	
Total Current Charges	
Past Due Charges	
TOTAL AMOUNT DUE	
BILL DATE	
CURRENT CHARGES DUE	

SERVICE PERIOD	DAYS	METER NUMBER	PREVIOUS READ	CURRENT READ	USAGE (X1,000 gallons)

SERVICE	CONSUMPTION (GALLONS)	CHARGE AMOUNT

Amount from Previous Bill	Payments	Other Debits/Credits	Past Due Balance	Current Charges	TOTAL AMOUNT DUE

Monthly Reuse Usage

Monthly Water Usage

Payments that are received after 4:30 p.m., or paid at Amscot after 4 p.m. will be processed the next business day.



Polk County Utilities
P.O. Box 2019
Bartow, FL 33831-2019

Check here and fill out change of address on reverse.



Account Number	
Balance Forward	
Current Charges	
Total Amount Due	
CURRENT CHARGES DUE	
Please Enter Payment Amount \$	

REMIT PAYMENT TO:

POLK COUNTY UTILITIES
PO Box 2019
BARTOW, FL 33831 - 2019

Important Phone Numbers: If you have any questions about your bill, please call Polk County Utilities at (863) 298-4100 or toll free (800) 301-6039 Monday-Friday, 8:00 AM – 5:00 PM Emergency After Hours (863) 298-4100

To keep up with the latest information, like us on Facebook or follow us on Twitter



www.facebook.com/polkcountygovfl



polk-county.net



@PolkCountyFL

Payment Options:

By mail – Please allow sufficient time for mail delivery and processing. To ensure proper credit to your account, enclose the bottom portion of your bill and include your account number on your check or money order.

Drop Box – 1011 Jim Keene Blvd, Winter Haven and 330 W Church Street, Bartow Please insert check or money order and the bottom portion of your bill. NO CASH PLEASE

Auto Pay (ACH) – Request an application by calling Customer Service or visiting our website <http://www.polk-county.net/utilities.aspx> (scan QR code at top of page) or email utilities@polk-county.net and request an electronic copy. Your account will be debited on the Current Charges due date.

In person – Our office is located at 1011 Jim Keene Blvd, Winter Haven. We accept cash, check, money order or Visa, MasterCard and American Express.

Online Payments: We accept Visa, MasterCard and American Express. Visit our website to register <http://www.polk-county.net/utilities.aspx>

Phone Payments – Payments can be made with one of our associates during business hours or by using our Interactive Voice Response System (IVR)

Amscot – Cash payments are accepted at any Central Florida Amscot location. To ensure proper credit to your account bring your bill with you.

Rate Structure: Rates are approved by the Polk County Board of County Commissioners. Residential and Commercial water rates consist of a base charge and inclining usage rates. Residential wastewater (sewer) rates consist of a base charge plus a capped per 1,000 gallon usage charge. Commercial wastewater (sewer) rates consist of a base charge plus a per 1,000 gallon usage charge. Reuse (reclaimed) water rates consist of an inclining usage rate.

Current Charges: All fees are due and payable on or before the Current Charges Due date, which is 20 days after the statement is processed.

Past Due Balance: If payment is not received by 4:30 PM on the Current Charges due date, the account may be subject to a past due notice and late fee which is a minimum fee of \$6.00 or 5% (whichever is greater) of the balance due.

Public Service Tax: The Public Service Tax is levied to all customers in the unincorporated area of Polk County at a rate of 10% on water service.

Disconnection of Service for Non-Payment: Disconnection of service will occur any time after the due date of the past due notice.

Reconnection of Service: Reconnection of service will occur after contacting customer service and payment of the past due balance and all applicable fees are received.

PLEASE NOTE ANY CHANGES IN MAILING ADDRESS OR INCORRECT SPELLING FROM THE REVERSE SIDE.

Name: _____

Mailing Address: _____

City: _____ **State:** _____ **Zip:** _____

Phone Number: () _____ **Cell Phone Number:** () _____

Email Address: _____

THANK YOU