

# Frequently Asked Questions

## Utility Systems Connection Support

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Port St. Lucie Utility Systems is dedicated to providing the highest possible level of customer service by offering a variety of ways to communicate and stay connected. Connection Support representatives are available by phone and email to assist with your utility needs.

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### Where is Connection Support located? When can you contact our office?

Connection Support is closed for walk-in requests. You may speak to a Connection Support representative by calling 772-873-6400 24 hours a day. Email inquiries can be sent to [utility@cityofpsl.com](mailto:utility@cityofpsl.com) 24 hours a day. Dedicated staff will respond Monday through Friday from 8 a.m. to 5 p.m.

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### How do I start water and sewer service?

Online: [Click here to start water and sewer service](#)

By phone: 772-873-6400 24-hours a day

By mail:

City of Port St. Lucie

Utility Connection Support

121 SW Port St. Lucie Blvd.

Port St. Lucie, FL 34984-5009

Attention: Connection Support



## What are my payment options?

NOTE: We do not accept foreign currency, including traveler's checks, money orders, or personal checks that draw on foreign banking institutions. Any payments remitted for Utility Services must be issued in domestic U.S. banking institution accounts.



### Online:

Pay your bill online using Visa, MasterCard, America Express, or Discover. Payments are accepted 24 hours a day, 7 days a week. We now offer two convenient ways to make your payment online:

- [Quick pay option](#) - This option allows you to make a quick payment online using only your Customer and Account numbers. No registration, logging, or passwords are required for this convenient option.
- [Register your account](#) - This option allows you to gain access to more information and features.
  - [Log in](#) with your Customer and Account numbers
  - Your mailing address
  - Create your own username and password by registering your account
  - View payment and consumption history
  - Go paperless, optional e-billing, which allows you to view previous and current billing statements
  - Manage and pay multiple accounts in one place

### Auto pay:

You can sign up for automatic withdrawal of your Utility payments. [Visit our Customer Portal](#) and sign up for auto-pay online. You can manage your payments options easily and quickly. Auto-pay can be set up with a checking or savings account, debit or credit card. You will receive a statement each month including your bill total and when the amount will be withdrawn from your bank account, saving you time and money in potential late fees.

### By phone:

Call us at 772-873-6400 to make your payment 24 hours a day, service fees apply.

### By mail:

Make your check or money order payable to "City of Port St. Lucie," and remember to include a copy of your bill, the payment stub from your statement or your Customer and Account numbers.

City of Port St. Lucie  
Utility Connection Support  
PO Box 8987  
Port St. Lucie, FL 34984-8987

### Drop-box location:

Please note that drop-box payments made after 10 a.m. will be processed the next business day. Curbside drive-up access is available to a box located in the [City Hall Complex driveway roundabout](#).

Port St. Lucie City Hall Complex  
121 SW Port St. Lucie Blvd.  
Port St. Lucie, FL 34984

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## What is the water and sewer application fee for new, single-family residential construction?

[Download fact sheet](#)

## How much does it cost to convert from well and septic to city water and sewer?

[Download fact sheet](#)

[Lean more about septic to sewer conversions](#)

## Are deposits refundable?

Yes, deposits are refunded to a customer upon a satisfactory payment record for a period of 36 months.

## What if I am not new to the area, but simply moving from one home to another?

Account transfers can be done over the phone; however, all outstanding charges must be paid for the old location before a transfer can be completed.



## I have been away for several weeks, why is my bill so high?

The city bills on a monthly basis; your time away may have overlapped the billing period. It's also possible you have a water leak; for example, a leaking toilet, faucet(s), or a leak in your service line. Leak detection information is available from our Connection Support Division.

## Does the city estimate my bill?

On rare occasions, such as after a severe weather event, we may find it necessary to estimate your water bill based on your water use history.

## How are sewer charges calculated?

Sewer charges are based on a metered water usage. Sewer-only accounts are charged a flat sewer rate. Residential sewer charges cap out at 8,000 gallons of metered water use.

## Why do I continue to receive a bill when I am out of town 6 months a year?

The city's utility rates are structured so that all customers share in the fixed cost of providing utility service.

## Should I have my water shut off if I am on vacation?

The choice is yours, but we recommend having it turned off to avoid possible water loss. There is no charge to have the water turned off; however, there is a \$50 charge for reconnection.



## Can I shut off my own water?

Yes, but only at your house valve. Only authorized city personnel have access to the city's pipes, meters, etc. Any loss or damage to city property is the responsibility of the customer.

## When can I have my water turned off or on?

Routine requests for a turn-on or turn-off can be done for the next business day at no additional charge. Same day service for turn-on or turn-off can be done for an additional charge of \$50, which must be collected before it can be scheduled.

## When do bills become delinquent?

Bills are due when rendered and become delinquent if not paid within 20 days after they are issued. If service is in delinquent shut-off status, it will be restored after all past due bills and a \$50 reconnect fee are paid.

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## What are the current water and sewer rates?

Rates include a base charge. Rates effective as of October 1, 2023

### Water service only:

Residential Service	Water Base Facility Charge
5/8" x 3/4"	\$12.01

### Water and wastewater service only:

Residential Service	Water Base Facility Charge	Wastewater Base Facility Charge
5/8" x 3/4"	\$10.22	\$17.65

### Plus gallonage rate per 1,000 gallons of usage:

Blocks	Water Rate	Wastewater Rate	Water Gallons	Wastewater Cap (gallons)
1	\$4.79	\$8.27	0-5,000	8,000
2	\$6.24	n/a	5,001-12,000	n/a
3	\$7.68	n/a	12,001 or greater	n/a

## What is the base facility charge on my bill?

A monthly base facility charge (BCF) or "readiness to serve" fee is applied to all water, wastewater, or reclaimed water bill regardless of whether there is any usage recorded for that month.