

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. Customer Service representatives are available in person, by phone and email to assist with your utility needs.

### **Where is Customer Service located? When can you contact our office?**

Customer Service is located at Port St. Lucie City Hall, Building A, 121 S.W. Port St. Lucie Blvd. Rm. 169, Port St. Lucie, FL 34984. Customer Service is open Monday through Friday 8 a.m. to 5 p.m. You may also speak to a Customer Service representative by calling (772) 871-5330 during regular business hours.

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.

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

If you are new to the area or moving to a location with existing city water and/or sewer service, you must contact Customer Service. You will be asked to provide the following:

- \$140 refundable deposit (\$50 for water and \$90 for sewer) by check or money order payable to the “City of Port St. Lucie.” If paying in person, cash or credit card (MasterCard, Visa, American Express or Discover) can be used. Please note: We do not accept foreign currency, including traveler’s checks, money orders, or personal checks draw on foreign banking institutions. Any payments remitted for Utility Services must be issued in domestic U.S. banking institution accounts.
- A clear, legible copy of your State-issued identification
- Service start date (for a homeowner, typically closing date; for a renter, the date occupancy begins)
- Your mailing address
- Current, up-to-date contact phone number(s)
- Email address

You have the option to provide this information and make payment by mail or in person as follows:

#### **By phone**

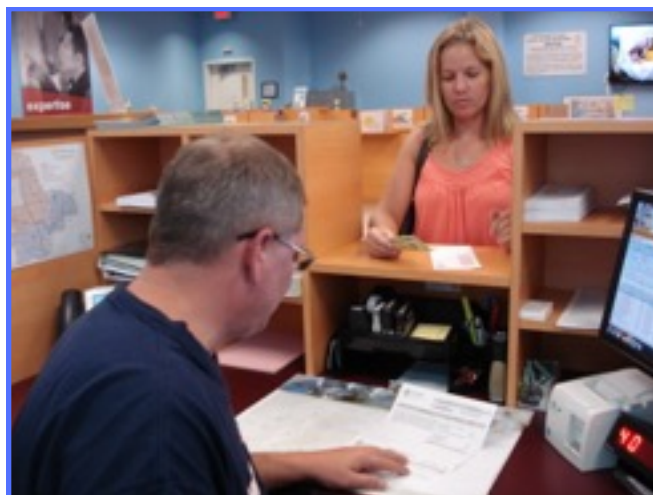
Call (772) 871-5330 during regular business hours

#### **By mail**

City of Port St. Lucie  
Utility Customer Service  
121 S.W. Port St. Lucie Blvd.  
Port St. Lucie, FL 34984-5009  
Attention: Customer Service

#### **In person**

Port St. Lucie City Hall, Building A  
121 S.W. Port St. Lucie Blvd. Rm. 169  
Port St. Lucie, FL 34984  
(772) 871-5330  
Monday through Friday 8 a.m. to 5 p.m.



Note: For those properties under a Capital Charge Agreement (CCA), prior to receiving service, the buyer must show proof of assumption or payoff of the loan. For more detailed information, call Customer Service at (772) 871-5330, Monday through Friday, 8 a.m. to 5 p.m.

## What are my payment options?

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

### 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 payment options easily and quickly. Auto-pay can be set up with a checking, savings, 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. [Customer Portal](#)

### Online

Pay your bill online using either Visa, MasterCard, or American 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 #. No registration, logging in or passwords are required for this convenient option.
- [Quick pay link](#)
- [Register your account](#) - This option allows you to gain access to more information and features.
- Log-in without 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

[Register](#) or [log in](#)

### By phone

Call us to make your payment during regular business hours Monday through Friday, 8 a.m. to 5 p.m.

### By mail

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

City of Port St. Lucie  
Utility Customer Service  
PO Box 8987  
Port St. Lucie, FL 34985-8987

### In person

Port St. Lucie City Hall, Building A  
121 S.W. Port St. Lucie Blvd. Rm. 169  
Port St. Lucie, FL 34984  
(772) 871-5330  
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## Drop-box locations

Please note that drop-box payments made after 10 a.m. will be processed the next business day. We have several drop boxes at various locations throughout the city:

Port St. Lucie City Hall Complex  
121 S.W. Port St. Lucie Blvd.

[Map](#)

Curbside drive up access is available to a box located in the City Hall Complex driveway roundabout.

St. Lucie West  
South County Annex Building  
250 N.W. Country Club Dr.

[Map](#)

City of Port St. Lucie Utility Systems Department  
900 block of S.E. Prineville St.

[Map](#)

St. Lucie County Tax Collector's Office  
1664 S.E. Walton Rd.

[Map](#)



## 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](#)

## 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 telephone; 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 Customer Service 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 metered water usage. Sewer only accounts are charged a flat sewer rate. Residential sewer charges cap out at 8,000 gallons metered water use.

## Why do I continue to receive a bill when I am out-of-town six 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 on or off?**

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.

**What are the current water and sewer rates?**

Rates include a base charge. Rates effective as of October 1, 2017.

**Water service only:**

Residential Service	Water Base Facility Charge
5/8" x 3/4"	\$7.39

**Water and wastewater service:**

Residential Service	Water Base Facility Charge	Wastewater Base Facility Charge
5/8" x 3/4"	\$7.39	\$13.89

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

Blocks	Water Rate	Wastewater Rate	Water Gallons	Wastewater Cap (gallons)
1	\$4.19	\$7.25	0-5,000	8,000
2	\$5.47	n/a	5,001-12,000	n/a
3	\$6.73	n/a	12,001 and greater	n/a

**What is the base facility charge and other charges on my bill?**

Base facility charges: A monthly base facility charge (BFC) 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.

Billing charge for all customer classes: A charge totaling \$2.88 per month is added to all bills. It covers approximately 1/3 of the costs for bill preparation, processing, mailing and administration. The remaining 2/3 of the costs are included in the base facility charges and gallonage rates.

Surcharge: The 6% surcharge helps defray costs associated with the maintenance of hundreds of miles of City-owned road rights-of-way and easements under which water and sewer mains lie. It is similar to a franchise fee that electric, gas and cable TV utilities pay the City (and back charges to their customers) for the right to construct and maintain their facilities within the City rights-of-way and easements.