Hillsborough County Florida
Water Resources

Schedule of Rates

Effective October 1, 2026

CUSTOMER SERVICE CHARGE

Customer Class	Per Premise Billed
All Customer Classes	$7.07

WATER

Monthly Base Facility Charge

Customer Class	ERC Charge
Residential	
Single-family	$14.67
Master-metered	$14.67 per ERC

ERC – Equivalent Residential Connection (1 ERC=300 gallons per day) represents an average daily potable water flow of a single dwelling.

Customer Class	ERC Charge
Commercial	$14.67 per ERC

ERCs are derived for commercial projects by dividing the 12-month average daily water flow in gallons by 300 gallons per day.

ERCs are derived for master-metered residential projects by multiplying the number of residential units by the equivalent factor of 0.5 ERC per unit for water.

MONTHLY WATER USAGE CHARGES

The Southwest Florida Water Management District (SWFWMD) preserves and protects the region's water resources. It mandated that all water utilities adopt a water conservation rate structure by January 1, 1993.

The County's approved water conservation block rates apply to all potable water sold by the County to all single-family residential, master-metered residential, and commercial class customers.

Water Conservation Block Rates

Master-metered residential water customers, such as apartments and mobile home parks, pay water conservation block rates based on

1) the number of units, or

2) the countywide average usage of all master-metered accounts.

Commercial water customers pay water conservation block rates based on their annual average usage during the previous calendar year, computed as the customer's average usage per ERC.

Rate Schedule for Water, Wastewater, and Reclaimed Water Service

WATER CONSERVATION BLOCK RATES

Rate Block	Consumption in Gallons per ERC	Purchased Water Pass-Through Consumption Charge per 1,000 Gallons	Hillsborough County Water Charge per 1,000 Gallons	Total Monthly Usage Charges per 1,000 Gallons
1	0 – 5,000	$3.04	$1.21	$4.25
2	5,001 – 15,000	$3.04	$3.34	$6.38
3	15,001 – 30,000	$3.04	$5.61	$8.65
4	30,001 – or more	$3.04	$8.35	$11.39

WASTEWATER

ERC – Equivalent Residential Connection (1 ERC=200 gallons per day) Represents average daily wastewater flow of a single dwelling.

Monthly Base Facility Charges

- Single-family residential $23.72
- Master-metered residential $23.72 per ERC

ERCs are derived for master-metered residential projects by multiplying the number of residential dwelling units by 0.7 ERC.

Monthly Wastewater Usage Charges

Customer Class	Per 1,000 Gallons
All Customer Classes	$7.64

Single-Single-family residential family residential accounts have wastewater usage charges capped at 8,000 gallons for a one-month billing period.

Master-metered residential accounts have wastewater usage charges capped at 8,000 gallons per month for each ERC of average

Commercial $23.72 per ERC

ERCs are derived for commercial projects by dividing the 12-month average daily wastewater flow in gallons by 200 gallons per day.

RECLAIMED WATER Monthly charges

Single-family Committed Class $9.00

Monthly User Rates for Commercial, Multi-Family and Major Users are defined in the annual Rate Resolution.

Residential Metered Base and Usage Charges (per 1,000 gallons)

Base Facility Charge		$6.96
Block Rates	0 - 5,000	$0.43
	5,001- 15,000	$0.72
	Above 15,000	$0.99

WATER CONSERVATION

For information on watering restrictions and conservation visit HCFL.Gov/Water and click on "Find My Watering Days & Times".

SPECIAL SERVICE CHARGES

Read/turn-on for establishing or transfer of account	$25
Delinquent collection fee Each attempt to collect	$10
Interrupt service	
Water	$25
Wastewater	Actual cost
Restore Service	
Water, next working day	$25
Same day (at customer request)	$35
Wastewater, next working day	$30
Emergency turn off/on	$35
Verify illegal consumption	$25+ usage
Re-install meter	
5/8 inch through 1 inch	$50
Larger than 1 inch	Actual cost
Return check/ACH service charge for amount of checks from:	
$0 - $50	$25
$50.01 - $300	$30
$300.01 - $800	$40
$800.01 - larger	5% of face value
Document recording costs	Actual cost
Documentary stamps	Actual cost
Re-read meter due to obstruction	$20
Re-read by customer request	$25
Water bench test – 5/8 inch meter	$40
Larger than 5/8 inch meter	Actual cost
Bench test meter (customer request)	
5/8 inch - 1 inch	$40
larger than 1 inch	Actual cost
Special handling/delinquent and final customer agreements	$30
Missing/cut locks	$25
Missing/cut locking device	$25
Missing meter fee	Pre-tap fee + est. usage
Missing hydrant meter	$620 + est. usage
Unauthorized connection	$200 + est. usage

PAYMENT MUST BE MADE IN OFFICE PRIOR TO TURN-ON.

After-hours service charges increase to actual cost for available services between 5 p.m. and 8 a.m. on weekdays and for all hours on holidays and weekends.

DEPOSITS

In order to establish service, a security deposit and connection fee are required at time of application. Deposit amounts vary by customer class and type of service. Failure to promptly pay monthly bills may result in a deposit increase up to three times the average monthly bill.

DEPOSIT WAIVERS

Residential – The County may consider a customer's credit report score, in lieu of a cash deposit by contacting customer service **(813) 307-1000**.

Commercial – The County will accept a Surety Bond or a Letter of Credit in lieu of a cash deposit.

DEPOSIT REFUNDS

Single-family residential customers who have established two years of service and have paid bills consecutively on time within the last 12 months may request their deposit be credited to their account. Deposits are applied to final bills when services are terminated or transferred to a new account.

DISHONORED PAYMENTS

Payments not honored by the bank must be collected immediately, or your service will be interrupted. Customers with dishonored payments are required to make future utility payments with cash, money order, certified check, or credit card.

SET UP NEW SERVICE

To set up new service, customers must provide a Social Security number or visit one of our customer service centers to provide proof of identification.

Hillsborough County Florida
Water Resources

PAYMENT OPTIONS

Make checks payable to:
Board of County Commissioners (BOCC)

WEB PAYMENTS:
HCFL.Gov/WaterBill
(Visa, Mastercard, American Express, or Discover)
or by check.

PHONE PAYMENTS: To pay by phone using Credit Card: (Visa, Mastercard, American Express, or Discover)
Call: (813) 307-1000.

E-CHECK (ONLINE BANKING): Contact your financial institution to initiate this process.

RECURRING PAYMENTS: Visit HCFL.Gov/WaterBill to apply for automatic monthly withdrawals from your checking or savings account.

MAILING PAYMENTS: Please do not mail delinquent payments or cash. Water Resources Department
P.O. Box 89637
Tampa, FL 33689-0410

DROP BOX LOCATIONS: **No cash** please.
All day Monday-Sunday.

- 332 N. Falkenburg Road, Tampa, FL 33619
- County Libraries - Library Hours

PAY YOUR BILL AT OUR BRANCH OFFICE:
Monday-Friday, 8 a.m. to 5 p.m.

- 332 N. Falkenburg Road, Tampa, FL 33619

PAY YOUR BILL AT AMSCOT: Hillsborough County Water Resources' customers can now pay their current water/ wastewater bills at all Florida AMSCOT locations.

WATER RESOURCES INFORMATION LINE (24/7)

(813) 307-1000

Website	HCFL.Gov/Water
Water Bill Calculator:	Visit https://shorturl.at/hMiU6
Florida Relay Service:	(800) 955-8770 or Dial 711
Email Address:	WaterDept@HCFL.Gov
FAX Number:	(813) 635-7387