
**BOARD OF COUNTY COMMISSIONERS
HILLSBOROUGH COUNTY
TAMPA, FLORIDA 33601**

BOARD POLICY - SECTION NUMBER: 03.03.04.00

SUBJECT: INCREASING WATER AND WASTEWATER CUSTOMER ACCOUNT DEPOSITS

EFFECTIVE DATE: FEBRUARY 4, 2004

SUPERSEDES: JULY 1, 1991

Purpose:

To establish customer account payment history criteria to be used by the Water Department to authorized increases in customer account deposits for water service.

Policy:

- A. The Water Department may adjust the account deposit amount to a level that better guarantees payment on accounts with a delinquent payment history. The deposit shall be adjusted to equal three (3) times the customer's annual average monthly bill, or to the level of the current deposit for the service(s) provided, whichever is greater. The applicable customer account will be reviewed and the deposit increased, if necessary, when any of the following criteria are met:
1. A customer with six (6) or less months of service has a payment history that includes three past due bills, or one returned check, or one service termination for non-payment.
 2. A customer with over six (6) months of service has a payment history that includes within a thirteen months period, six (6) past due bills, or two returned checks, or two service terminations for nonpayment, or a combination thereof.
 3. A Customer willfully misrepresents facts to obtain or retain service.
- B. A customer who, at a previous service address, was required to pay an equal deposit amount upon application for service at a new address.
- C. A Customer who illegally obtained water and/or wastewater services will, upon application for service, be required to pay a deposit equal to three (3) times the annual average monthly bill for that service address or equal to the level of the current deposit for the service(s) provide, whichever is greater. The deposit does not negate penalties and/ or fines for unauthorized use of a utility as stipulated by ordinance and State statute.

Oversight Responsibilities:

It is the responsibility of the Water Department to develop and implement procedures to place this policy into effect.

Approved By: Board of County Commissioners
Approval Date: February 4, 2004