

Hillsborough County Water Resources

Website: HCFLGov.net/Water

Customer Service: (813) 307-1000

Online Payments: HCFLGov.net/WaterBill

Email: WaterDept@HCFLGov.net

Use the Customer Service phone number to access these Water Resources services and more:

Billing/Account Questions
Credit/Collections

Emergency Line (24/7)
Water Quality Information Line (24/7)

Water Restrictions Information
Water Restrictions Violation Hotline

Authorized Payment Locations:

Brandon Support Operations Complex

332 N. Falkenburg Rd.
Tampa, FL 33619

Walk-in (by appt. only) and
drive-thru: Mon.-Fri., 8 a.m.-5 p.m.
24-hour secure drop box

Northdale Customer Service Center

15610 Premiere Dr.
Tampa, FL 33624

24-hour secure drop box only



IMPORTANT: Attempting to pay through an unauthorized online application, webpage, or payment center may result in payment posting delays and/or cause interruption of services.

Explanation of Charges:

CUSTOMER BILL CHARGE is the net cost for all customers' account management activities and is charged on every bill generated during the fiscal year.

PURCHASED WATER CHARGE is a volumetric charge based on the cost of water purchased by the County from suppliers. The pass-through charge is applied to all billable potable water consumption.

WATER BASE CHARGE is designed to recover a portion of all fixed costs for the water system. Fixed costs include debt service, personnel cost, and operating costs not related to the amount of water produced or treated.

WATER CONSUMPTION CHARGE includes all variable costs for producing and treating water and the remainder of the fixed costs not recovered through the water base charge. Water consumption charges are billed per 1,000 gallons of metered flow.

RECLAIMED WATER CHARGE is designed to recover variable and fixed costs associated with the treatment and supply of reclaimed water.

SEWER BASE FACILITY CHARGE is designed to recover a portion of the fixed costs

for the wastewater system. Fixed costs include debt service, personnel costs, and operating costs not related to the amount of wastewater treated and effluent disposal.


SEWER USAGE CHARGE includes the variable costs of treating and disposing of wastewater and includes the balance of the fixed costs not recovered through the wastewater base charge. Wastewater usage charges are billed per 1,000 gallons of metered flow. Residential wastewater usage is capped at 8,000 gallons per month on accounts read monthly and 16,000 gallons on accounts whose meter is read every other month. Commercial wastewater customers pay the wastewater usage charge for all billable water consumption.

DEPOSITS is a new or increased security deposit required to reduce bad-debt losses on an account.

ADJUSTMENTS includes costs for special services or handling provided by the County. This may include, but is not limited to, customer requests, delinquent account collection activities, unauthorized usage charges, etc.

SOCIAL SECURITY NUMBER DISCLOSURE STATEMENT:

In compliance with Section 119.071(5) of the Florida Statutes (Public Records Law), Hillsborough County deems Social Security numbers as protected information and they will not be subject to any public records request. Social Security numbers are requested for the purpose of establishing deposits and for recovery efforts of unpaid utility charges.

 **Go Green** – You can help reduce the environmental impact of paper billing. Visit HCFLGov.net/WaterBill to select paperless options for billing and payments.

The 2022 Water Quality Report is now available online at HCFLGov.net/WaterQualityReport. To request a mailed copy, call (813)246-3146 and leave a message with your name, mailing address, and phone number.

Hillsborough County will be participating in the U.S. Environmental Protection Agency's fifth round of the Unregulated Contaminant Monitoring Rule (UCMR5) during 2023 and 2024. The County's UCMR5 results and more information are available at HCFLGov.net/UCMR or by calling Ed Watson at (813) 246-3146.

Hillsborough County accepts:



(AMSCOT locations accept CASH only. Service charges apply.)

Online Payments: HCFLGov.net/WaterBill

Mail Payments: P.O. Box 89637, Tampa, FL 33689-0410

Pay by Phone: (813) 307-1000