



CITY OF BELLEVIEW

5343 S.E. Abshier Boulevard · Belleview, Florida 34420

Telephone: (352) 245-7021 · Fax: (352) 245-6532

“City With Small Town Charm”

www.belleviewfl.org

NAME: _____

PHYSICAL ADDRESS: _____

PHONE NUMBER: _____

MAILING ADDRESS: (IF DIFFERENT FROM THE PHYSICAL ADDRESS)

I HAVE REVIEWED THE COMPLETED APPLICATION AND ALL THE INFORMATION IS CORRECT TO THE BEST OF MY KNOWLEDGE, I AGREE TO CLAIM NO DAMAGES DUE TO THE STOPPAGE OF WATER OR SEWAGE FLOW CAUSED BY ACCIDENT OR BY THE NECESSITY OF MAKING ALTERATIONS, REPAIRS OR IMPROVEMENTS.

ALSO I ACKNOWLEDGE THAT IF I RESIDE IN COMPTON MOBILE HOME PARK AT 5086 SE 102 PL, SILVER OAKS COMMUNITY AT 4900 SE 102 PL, SILVER OAKS CAMPGROUND AT 10366 SE HWY 441, OR AT A CERTAIN BUSINESS OR RESIDENCE WHICH HAS A MASTER METER, THE OWNER OF THE PROPERTY IS RESPONSIBLE FOR THE MAINTENANCE OF THE WATER DISTRIBUTION SYSTEM ON THEIR PROPERTY FROM THE MASTER METER, TO MY RESIDENCE/BUSINESS METER.

BY SIGNING BELOW I ACKNOWLEDGE THAT I HAVE RECEIVED MY CUSTOMER INFORMATION PACKET FROM THE CITY OF BELLEVIEW AND THE CASHIER HAS EXPLAINED THE BILLING PROCEDURES AND POLICIES TO ME.

PRINT NAME: _____

SIGNATURE: _____

DATE OF SIGNATURE: _____

DATE AND DAY YOU WANT SERVICE TO BE TURNED ON OR OFF:

Recycling Bin Requested _____ Amount to be billed: _____

“Recycling” Sticker for owner provided Container Amount to be billed: _____

MAYOR: · Christine K. Dobkowski
COMMISSIONERS: Michael J. Goldman · Gary W. Ernst · Wilma C. Loar · Robert “Bo” Smith



Sign up Now!

EASY ACCOUNT ACCESS

Easy Access will enable us to verify your identity so that we can make changes to your account over the telephone such as: address changes, disconnection of service and vacation leaves.

NAME: _____ **ACCT #:** _____

Create a pass code for your account _____

Please choose 1 of the security questions below as your security question for your pass code.

- 1) **Your mother's maiden name** _____
- 2) **Your first pets name** _____
- 3) **Your first child's name** _____
- 4) **Your favorite color** _____
- 5) **Your favorite month** _____

You will have to answer the security question above if you forget your pass code.

I have signed up for Easy Access on account # _____ on the date below. I understand it is my responsibility to Safe Guard my pass code and security question. Anyone having this information will be able to make changes to my City of Belleview water and sewer account, including but not limited to disconnection of my account.

Signature: _____ **Date:** _____

CUSTOMER INFORMATION PACKET

CONTAINS INFORMATION ON

WATER, SEWER, OR TRASH SERVICES AND BILLING INFORMATION

REVISED January 11, 2007

REVISED October 8, 2008

REVISED October 5, 2010

REVISED November 17, 2011

Welcome to the City of Belleview's utility services. The City of Belleview provides three public utility services; water, sewer, and garbage. Some of these services are extended outside the city limits. Your location will determine which of these utilities are available to you. The City requires one business day in advance on all requests for connections and disconnections. Please review the attached POLICY ON WATER/SEWER CONNECTIONS, the TROUBLE SHOOTING GUIDE, the HOW TO READ YOUR WATER METER guide and the CITY/CUSTOMER RESPONSIBILITY drawing. These will help you determine who to call if you should have trouble with your service. If you have trouble with your water or sewer service, the trouble shooting tips and drawing found in this packet may save you time and money when dealing with certain problems. For utility customer service between 7:00 AM and 6:00 PM, Monday – Thursday, please call 233-2102. For utility customer service after 6:00 PM and on Friday, Saturday, Sunday and holidays, please call 352-245-7021.

1. Your first bill will be received ____/____/____.
2. **All bills are payable by the 15th of each month.** (Credit Cards are accepted with a minimal fee applied). **Bills which are not paid by 6:00 PM on the 15th of the month or 6:00 PM the first business day after the 15th, should the 15th fall on a Friday, the weekend or holiday, will have an additional 10% late penalty applied and **must be paid by the 25th** of the month. Ref: Ordinance 2010-21; Sec. 86-47 (a)**
3. If the bill for services of water, sewer or garbage **are not paid by 6:00 PM on the 25th** of the month or by 6:00 PM the first business day after the 25th should the 25th fall on a Friday, the weekend or holiday, the **bill is rendered to be in a non-payment status** and a **non-payment status penalty of \$60.00** as established in Appendix “B” of the Code **will be applied. Water service will be discontinued** until such time as the account, including all fees and penalties are paid in full. Ref: Ordinance 2010-21; Sec. 86-47 (b)
4. Dishonored Checks. A customer deposit or utility bill by check or credit shall not be deemed made until the check or charge has been honored by the bank on which it is drawn. Ref: Ordinance 2010-21(d)

Additional utility rates and related fee information is available upon request or visit: www.belleviewfl.org. All City of Belleview rates and fees are published at www.municode.com under Florida, then Belleview

5. **Account Transfers** require existing account holder apply in person for identity verification and signature of the transfer request. A transfer fee will be applicable to the existing account. Any past due amount on the existing account must be paid in full at the time of transfer request. **Account Transfers, Address Changes, and Service Disconnects** all require **written authorization**, which can be given in person by the account holder showing proof of identity, or signed and notarized, then sent through the mail. These also can be done over the telephone using your personal pass code. **Note: a forwarding address must be included**. Ref: Ordinance 2010-20

6. **Seasonal/Temporary Customers:** In the event that you reside in Belleview on a temporary basis and wish to have your services temporarily discontinued, a temporary disconnect order must be signed. There is a \$25.00 temporary disconnect fee that will be applied to your account. A temporary on (connection or reinstatement) can be done upon receipt of a notarized statement or over the telephone using your personal pass code. A twenty-four hour notice is required. A \$25.00 temporary on (connection or reinstatement) fee will be applied to your first billing. You may choose to leave your services on which will generate a minimum bill each month you are away.

7. **Meter Checks:** In the event that you feel your reading and/or consumption is in error on your bill, you can request a "meter check". The city will send a service man to test your meter for accuracy and retake the reading. Every account is entitled to **one free meter check in a twelve month period**. After your first meter check, if no problem is detected on the city's side, the following rates will apply.

- A. Full meter check: \$20.00
- B. Rereading of the meter: \$10.00
- C. Certified meter check: At cost (Usually around \$65.00)

CITY OF BELLEVIEW TELEPHONE DIRECTORY
And other frequently called numbers
MAIN LINE 352-245-7021

Administration 352-245-7021

Accounts Payable	233- 2113	Building Permits	233- 2105
Clerk's Office	233- 2109	Human Resource	233- 2108
Mayor/Commission	233- 2109	Business Tax Receipt	233- 2106
Development Services	233- 2107	Fax	245- 6532

Public Works 352-245-7021

Animal Control	233- 2106	Animal Trap	233-2102
Utility Billing	233- 2102	After hours service	245-7021
Customer service	233- 2103	Public Works Director	233- 2104

Police Department 352-245-7044

Administration	245-7044	Fax	245-7094
Emergency Only	-- 911--		

Governmental Offices

Ocala City Gov't.	629-CITY	Post Office	245-8777
Dept Motor Vehicles	732-1267	Health Dept	245-7520
Belleview Library	245-5552	Sup. Of Elections	620-3290

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CITY OF BELLEVUE

Effective January 1, 2012, Waste Pro will be providing service to the homeowners of the City of Bellevue. For White Good (bulk item) pickup you should do the following:

- 1) Place appliances or furniture at curbside.
- 2) Call Waste Pro at 624-3100, explain that you are a City of Bellevue customer and schedule your items to be removed.
- 3) The White Goods (bulky items) will be picked up within 72 hours of your call.

Curbside household garbage will continue to be serviced twice per week on Tuesdays and Fridays. All refuse must be curbside by 6:30 A.M. No individual piece can weigh more than 50 lbs., (32 gals.) or exceed (4 ft.) in length.

Curbside yard waste removal will be provided once per week on Wednesdays. The following specifications will apply to the yard waste:

- 1) Leaves and grass must be put in a can or boxed.
- 2) Limbs/branches must be tied or bundled.
- 3) Limbs/branches need to be cut down to at least 4 feet in length and 6 inches in diameter and weigh no more than 50 lbs per bundle.

Yard Trash and rubbish shall be placed in garbage containers or plastic bags, no greater than fifty (50) pounds, thirty two (32) gallons or in bundles that shall not exceed four (4) feet in length, six (6) inches in diameter and be secured with rope, string, twine, cord, or tape, except that lawn clippings and leaves may be placed in a cardboard box.

Curbside recycling will continue to be provided once per week on Wednesdays and recycle bins are available for purchase or stickers for owner provided containers. The following specifications will qualify for recycling:

- 1) Clear, brown, and green glass bottles and jars
- 2) Aluminum cans; soda and beer cans
- 3) Steel cans; soup, vegetable & pet food cans
- 4) Plastic containers marked with either 1 or 2 on the bottom
- 5) Newspapers/Inserts

PLEASE RINSE OUT ALL CONTAINERS FOR RECYCLING

No pizza boxes and No cardboard please!

NO WET PAINT....NO PROPANE GAS TANKS....NO TIRES....NO BATTERIES

For more recycling information, please visit www.bellevuefl.org under the Public Works Department. Any questions, please direct to Waste Pro at 624-3100.

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RESOLUTION 08-08

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF BELLEVIEW, FLORIDA AMENDING THE FEE SCHEDULE FOR WATER/SEWER RATES; ESTABLISHING AN EFFECTIVE DATE TO COMMENCE WITH THE OCTOBER 2008 BILLING.

WHEREAS, the city Commission of Belleview, Florida, is authorized to establish water and sewer rates; and

WHEREAS, Ordinance 03-23 provides that water and sewer rates may be amended by Resolution duly adopted by the City Commission of Belleview, Florida, and

WHEREAS, the City Commission of Belleview, Florida, desire to increase said rates.

NOW, THEREFORE, BE IT RESOLVED that the City Commission of Belleview, Florida hereby amends Appendix B. Table 3.H. Water and Sewer Service Rates as follows:

	<u>Inside City Limits</u>	<u>Outside City Limits</u>
Water Residential & Commercial		
Water Base Rate	\$9.41	\$14.12
Water 0 – 7000	\$2.08	\$ 3.12
Water 8000-20000	\$2.50	\$ 3.75
Water 21000-30000	\$3.24	\$ 4.86
Water 30000 and up/1000 gallons	\$4.22	\$ 6.33
Irrigation Water		
Water Base Rate	\$9.41	\$14.12
Water 0 – 7000	\$2.50	\$ 3.75
Water 8000-20000	\$3.00	\$ 4.50
Water 21000-30000	\$3.89	\$ 5.84
Water 30000 and up/1000 gallons	\$5.06	\$ 7.59
Sewer Residential & Commercial		
Sewer Base Rate	\$18.00	\$27.00
Sewer 0 – 7000	\$ 2.77	\$ 4.16
Sewer 7000 and up/1000 gallons	\$ 3.38	\$ 5.07
Construction Water		
Water Base Rate	\$12.09	\$12.09
Water per/1000 gallons	\$ 5.06	\$ 5.06

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TROUBLE SHOOTING GUIDE

Problem - No water.

1. First make sure that someone has not turned the water off to your house or apartment. Building codes require that a valve be installed in your water line at a point before it enters the house. This valve is usually located next to the house under an outside faucet between the house and the water meter. The water meter is usually located in the street right of way in front or along side of the property.

2. Be sure that your water bill has been paid. We send out bills on or about the first of every month. The City turns off customers who have not paid their bill by the 25th of every month. To avoid a late penalty be sure to pay this bill no later than the 15th of the month.

3. If you are not sure if the bill has been paid call the City.

Problem - You see water coming from the ground.

1. You must determine where the water is coming from. If the water is coming from any point on the customers side of the responsibility line (see enclosed drawing), it is your, or your landlords, responsibility to repair the line. Remember, this water has already passed through the meter and you are paying for it. If the water is coming from any point on the City side of the responsibility line, you should call the City immediately.

Problem - Unusually high water bill.

1. Think back, you are billed for water after it is used. Your bill could be for water that was used as much as 6 or 7 weeks ago. Did anything unusual happen during that period of time? Did you leave a hose running for any length of time? Did you water the lawn or garden an unusual amount? Did you have any problems with your faucets or toilets? Do you suspect that someone may have used your water while you were not at home?

2. Check for unnecessary water usage. Do you have dripping faucets? Does your toilet have a leaking flapper valve? A good way to check to see if you have any of these problems is to check the flow finder on your water meter. First make sure that all water is turned off. Then go out to your meter and look at the glass portion. Locate the triangular shaped dial usually located near the center of the glass. This triangular shaped piece measures about 3/8 of an inch on all sides and is the flow finder. It should not move if there is no water flowing through the meter. If it is moving, this means that water is being used somewhere, either in your lines or in your house.

3. Once you have determined that the flow finder is turning, you should then try to
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locate the source of the usage. We have found that the majority of these problems are caused by your toilet. Turn the water supply valve to the toilet off. This valve is usually located near the floor under the toilet tank. After you turn off this valve, go back out and look at the flow-finder on the water meter. If this was the problem, the flow-finder should have stopped turning. If it is still turning, go to the next toilet and repeat this procedure. If you cannot find any problems, the City will come and perform a meter check. **If you call a plumber before calling the City and he determines that the problem is the responsibility of the City, the City will not pay the plumbers bill.**

Problem - Sewer is backed-up.

1. If you have a drain that will not drain or a toilet that will not flush, you must determine who should be responsible for repairing the problem. If you have only one drain or toilet that will not work, and the rest will work, the problem is in your system and you or your landlord are responsible for the repair. If all the toilets and drains do not work, you may still be responsible. You should locate the sewer clean-out. This is usually a white or green pipe about 3 to 4 inches in diameter located near the property line. Once you locate your clean-out, remove the cap. If you see water standing inside of the pipe, this usually means that the problem is the City's responsibility and you should call us immediately. If you do not see any water, this usually means that the problem is your responsibility. Please refer to the attached CITY/CUSTOMER RESPONSIBILITY drawing.

2. If you can not locate your clean-out, call the City. If you call a plumber and he determines that the problem is the responsibility of the City, **the City will not pay the plumbers bill.**

POLICY ON WATER/SEWER CONNECTIONS

March 1, 1988

Revised January 15, 1997

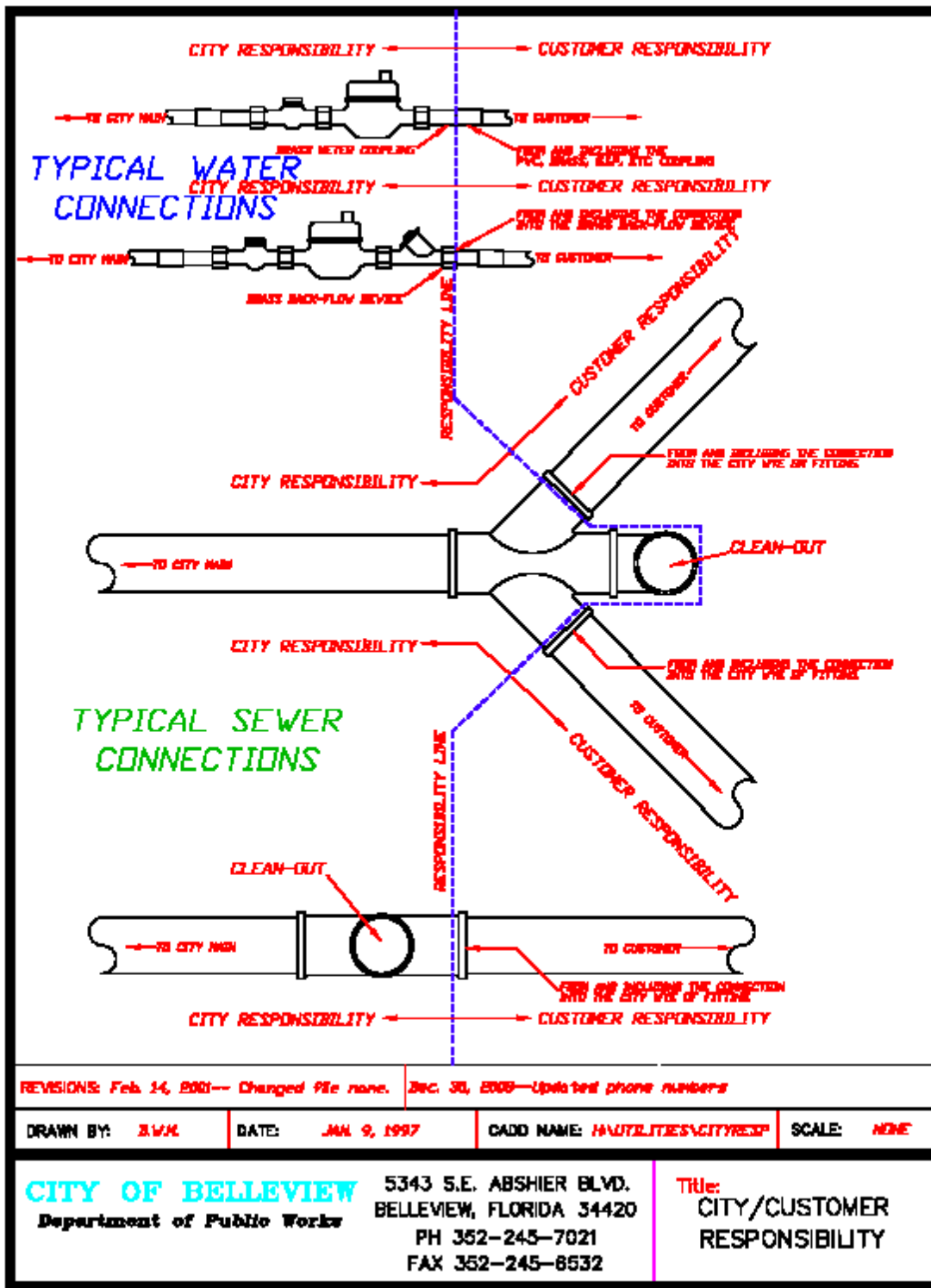
WATER:

The City shall be responsible for the installation and maintenance of all piping, fittings valves, meters, back-flow prevention devices, and meter boxes from the main water line to a point up to and including the meter coupling or the back-flow prevention device. The Customer shall be responsible from and including the PVC, brass, G.I.P, etc, coupling used to connect to the City water meter. This responsibility is detailed in a drawing and hereby attached and made a part of this policy. City personnel are not permitted to work on water lines past the responsibility line as shown on said drawing.

SEWER:

The City shall be responsible for the installation and maintenance of all piping, and fittings from the main sewer line to a point up to and including the service wye or clean-out. The Customer shall be responsible from and including the connection to the City fitting. This responsibility is detailed in a drawing and hereby attached and made a part of this policy. City personnel are not permitted to work on sewer lines past the responsibility line as shown on said drawing.

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HOW TO READ YOUR WATER METER

The City of Belleview uses three basic types of water meters (see enclosed meter diagrams). Meters A and B are electronic meters. They are read using a mini-computer requiring the operator to only touch the reading register with a reading wand. Meter C is a manual read meter which requires the operator to manually read the meter and then key the reading into the mini-computer. This system is in the process of being phased out. Newer technology allows the City to view twenty-four hour consumption and automatically records in computer files. These system reduces the human element in reading these meters. They also records the time and date that the reading was taken. This is useful in tracking unusually high consumption or usage on vacant accounts. Our electronic system also is capable of several other functions which help us to monitor the readings and manage our accounts.

The City bills for its water and sewer in 1000 gallon increments. That's why your bill will always be for an even amount, for example, 1000 gallons, 2000 gallons, 3000 gallons, etc. For this reason we read the meters in 1000 gallon increments. For example Meter A shows a reading of 124,421.3 gallons, the City would read this meter as 0124 or one hundred twenty four thousand gallons. Meter B reads 542,635.0 gallons, City reading would be 0542 or five hundred forty two thousand gallons. Meter C reads 40,202.8 gallons, City reading would be 0040 or forty thousand gallons.

As you can see, these meters are capable of measuring water to the nearest 1/10 of a gallon. Even though we only read in 1000 gallon increment, you may want to monitor your usage over a period of time. For example you would like to know how much water you or your family uses in one day. Locate your meter and, using the drawing, read you meter to the nearest 1/10 of a gallon. Write this number down with a note "reading from (insert the date) at (insert the time)". The next day as near to the same time as possible, read your meter again. Subtract the first days reading from the second days reading. The result is the amount of water that passed through your meter.

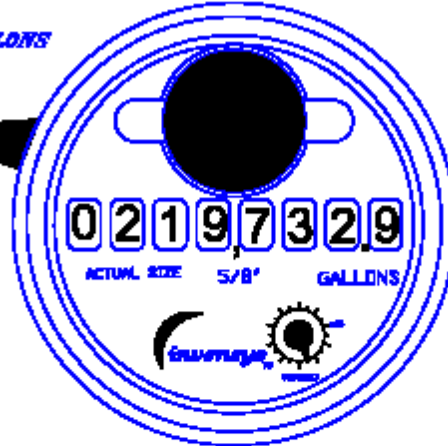
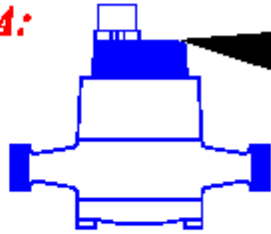
The trouble shooting guide enclosed contains some useful information when dealing with unusually high water bills or other problems related to your water or sewer service.

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CITY READING -0219- TO THE NEAREST 1000 GALLONS
 TOTAL METER READING 219,732.9 GALLONS

METER A:

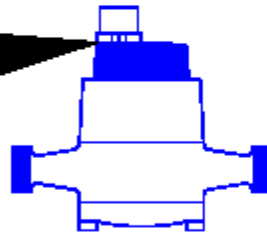
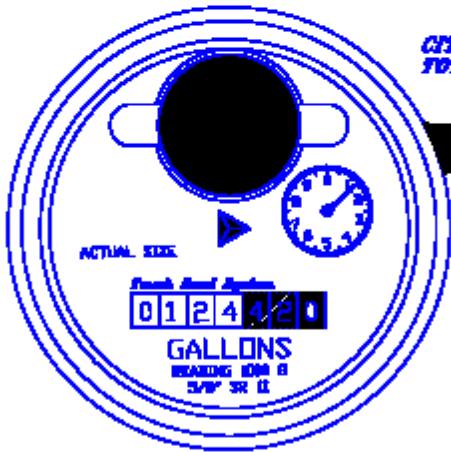
ELECTRONIC
 TOUCH
 READ



CITY READING -0124- TO THE NEAREST 1000 GALLONS
 TOTAL METER READING 124,442.0 GALLONS

METER B:

ELECTRONIC
 TOUCH
 READ



REVISIONS: July 12, 2004 - ADDED NEW STYLE METER Dec. 30, 2008 - Updated phone numbers

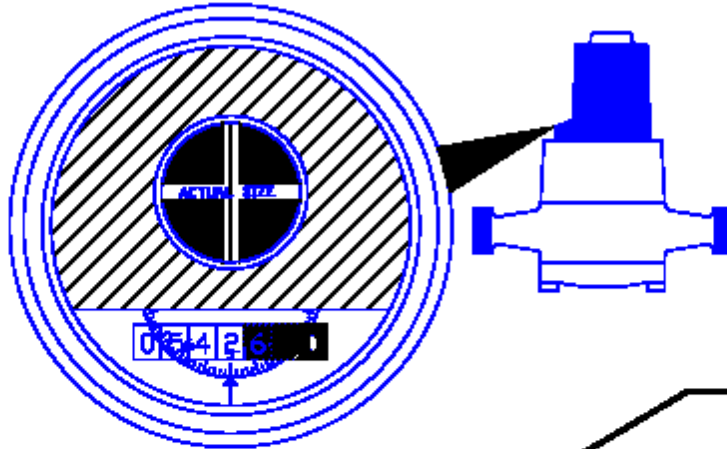
DRAWN BY: BWM DATE: JAN 28, 1997 CADD NAME: C:\ADWGS\READMETR SCALE: NONE

CITY OF BELLEVUE
 Department of Public Works

5343 S.E. ABSHIER BLVD.
 BELLEVUE, FLORIDA 34420
 PH 352-245-7021
 FAX 352-245-6532

Title:
**HOW TO READ
 WATER METERS**

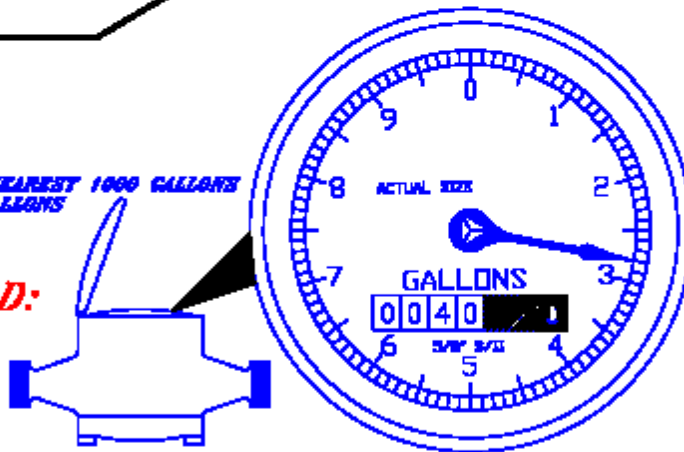
CITY READING - 0542 - TO THE NEAREST 1000 GALLONS
 TOTAL METER READING 542,052.0 GALLONS



METER C:

ELECTRONIC
 TOUCH
 READ

CITY READING - 0040 - TO THE NEAREST 1000 GALLONS
 TOTAL METER READING 40,302.0 GALLONS



METER D:

MANUAL
 READ

REVISIONS: July 12, 2004 - ADDED NEW STYLE METER Dec. 30, 2008 - Updated phone numbers

DRAWN BY: BWM DATE: JAN 29, 1997 CADD NAME: C:\ADWGS\READMETR SCALE: NONE

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Title:
**HOW TO READ
 WATER METERS**

EXCESSIVE WATER BILL RELIEF POLICY

Approved by the Belleview City Commission on August 15, 2000
Amended August 5, 2003
Amended June 1, 2004

OVERVIEW:

As the City Commission realizes water and sewer customers occasionally may have utility bills that are excessive for **unknown reasons**. Unknown reasons mean that the customer did not know of the reason for the high usage at the time it occurred. The Commission sympathizes with this and realizes that these circumstances are out of the normal. As a result, the Commission wishes to extend assistance on a one time basis.

POLICY:

It is the policy that the following criteria must be met for a once in a twenty year period, per location, utility bill adjustment for excessive use:

1. The **occupied location** must have been connected to water and /or sewer services for a minimum of twelve months. A resident must be living at the location or a commercial use must be active at the location and have the proper licensing.
2. The excessive utility bill must be more than three (3) times the customers average consumption for the last twelve months of use.
3. If the utility bill is more than three times the customers average for the last twelve months of use, the adjustment issued will be to the average of the last twelve months of service, exclusive of the highest month (11 months average).
4. The utility bill which was adjusted will be paid in full, with no time payments.
5. This adjustment will be available once in twenty year period.
6. If there are utility bills with excessive usage for more than one (1) month, the customer may only request relief for one such month.

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