

UTILITY BILLING

+

CUSTOMER  
SERVICE



EST. 1877

WILDWOOD  
FLORIDA



## *Who We Are*



We are located at City Hall, 100 N Main Street, Wildwood, FL 34785

(352) 330-1336

[UtilityBilling@wildwood-FL.gov](mailto:UtilityBilling@wildwood-FL.gov)

# Who We Are

An aerial photograph of a meeting room. A white rectangular table is in the center, surrounded by several people. Some are sitting on orange chairs, while others are standing. The table is covered with various documents, including charts, graphs, and reports. There are also laptops and a water bottle on the table. The room has a light-colored floor and walls.

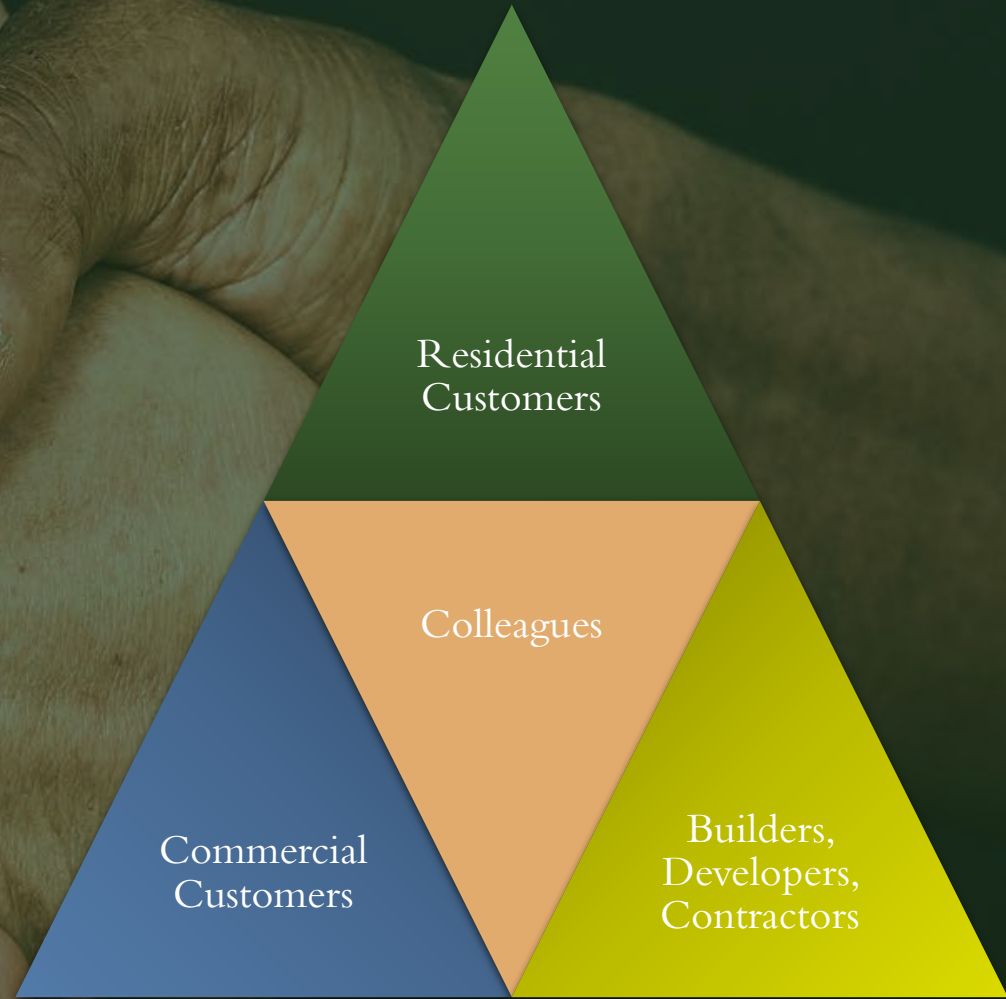
Customer Service / Billing  
Supervisor

Customer  
Service Rep  
I

Customer  
Service Rep

Customer  
Service Rep

*Whom Do We  
Serve?*





## *Services We Provide*

- Billing services for city utilities:
  - Potable Water
  - Irrigation/Reuse Water
- Wastewater/Sewer
- Solid Waste Collection 
  - Once per week regular collection
  - Large/bulk collections by request
- Basic Leak Detection/Diagnosis
  - Meter Check
  - Data Log





# City of Wildwood - Utilities

100 N Main Street  
Wildwood, FL 34785-4047

Phone: 352-330-1336 - www.wildwood-fl.gov

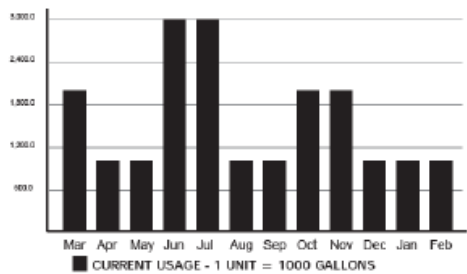
ACCOUNT INFORMATION	
Account Number:	[REDACTED] PIN: [REDACTED]
Bill Date	03/20/23
Due Date	04/05/23
Service Address:	[REDACTED]
Disconnect / Cut off Date:	04/18/23
SPECIAL MESSAGE	

\*002240/1--S 0--B 0



SERVICE	METER NUM	BILLING PERIOD	PREV READ	CURR READ	USAGE	UNITS DESCRIPTION	METER LAST 4	FLAT	CHARGE
Water	154664	02/01/23-03/01/23	121	122	1000	1.0 UTILITY TAX		0.62	0.00
						1.0 WTR RES IN MH 3/4" P		10.55	1.83
						1.0 SWR RES IN MH 3/4"		18.74	4.50
						1.0 REF 1 TOWER RES IN		19.58	0.00

### WATER USAGE HISTORY



### ACCOUNT ACTIVITY

Previous Balance	\$0.00
Total Current Charges	\$55.82

### TOTAL DUE \$55.82

CURRENT CHARGES \$55.82  
*To avoid penalty, payment must be received by 04/05/23*

### ACCOUNT INFORMATION

Account Number:	[REDACTED] PIN: [REDACTED]
Service Address:	[REDACTED]
Bill Date	03/20/23
Due Date	04/05/23
Disconnect / Cut off Date:	04/18/23
Total Due	\$55.82



### PAYMENT COUPON

Return this portion along with your payment  
Make checks payable to: **City of Wildwood - Utilities**



City of Wildwood - Utilities  
100 N Main Street  
Wildwood, FL 34785-4047  
[Barcode]

AMOUNT ENCLOSED \$ \_\_\_\_\_

# How We Bill



## Water

Metered  
Billed per 1,000 gallons  
5% Utility Tax

## Wastewater/ Sewer

Not metered  
Billed at 90% of potable  
water usage

## Solid Waste Collection

Flat rate per month

# How Do I Start A Utility Account?

## UTILITIES

UTILITY ACCOUNT APPLICATION

NEW UTILITY ACCOUNT  
INFORMATION

UTILITY SERVICES AVAILABLE

UTILITY PAYMENT OPTIONS

BILLING INFORMATION

UTILITY BILL ADJUSTMENT REQUEST

LEAK DETECTION

AFTER HOURS EMERGENCIES

## CONTACT INFORMATION

City of Wildwood

## Utility Account Application

### Welcome to the City of Wildwood!

Please continue with this application if you wish to apply for City-provided utility services.

This form requires digital copies of specific documents be submitted for this application to be complete. Please have the following documents available before continuing:

Government Issued Driver License or Photo ID (US only)

Lease/Rental Agreement (Rental properties only)

The following fees are due prior to start new utility services:

- Residential Deposit - \$100.00
- Commercial Deposit - \$200.00
- Solid Waste Collection Only (No water/wastewater service) - 3 months of service-level chosen

Deposits are refundable following one (1) year of timely utility bill payments

- Processing Fee - \$15.00

Following submission of a New Utility Account Application, a member of the Physical Environment department will contact you at the phone number provided to collect payment for any fee(s) due. If you are not contacted within 24 hours of submission (Mon-Fri, 7:30am - 5:00pm), please contact our office to ensure application was received.

If you have any questions regarding this application, please contact the Physical Environment Department at **(352) 330-1336** or [utilitybilling@wildwood-fl.gov](mailto:utilitybilling@wildwood-fl.gov).

# *Utility Bill Payment Options*



- EZ Pay (Auto Bank Draft)
- Online Payment Portal
- Interactive Voice Response (Phone)
- Mail
- In-Person
- After-Hours Drop Box





A white calculator is positioned in the foreground, slightly to the left. A black and silver pen lies horizontally across the middle of the image. The background is a document with a table of numbers. The text is centered over the calculator and pen.

FROM  
FINANCE & UTILITY BILLING  
THANK YOU

114811
114811
114922
114922
114940
114940
115029
115029
183912
211550
180708
091349