



Billing Information

Customer Deposits

Prior to establishing utility service, the Authority may require a security deposit to ensure payment of future bills. Deposit amounts are determined according to the current deposit schedule. All deposits are non-negotiable and non-transferable.

The Authority pays interest on customer security deposits once each calendar year. Interest earned is applied as a credit to the customer's utility account and will appear on the monthly bill. If an account is closed and service is not transferred to another account within the Authority's system, any accrued interest will be applied as a credit to the final bill. The interest rate is established annually by the Authority's Finance Department and is equal to the average annual rate earned on the Authority's depository account during the most recently completed fiscal year.

Residential Deposit Refunds

A single-family or multi-family residential customer (excluding separately metered irrigation accounts, which are classified as non-residential) may qualify for a deposit refund after maintaining continuous service and a satisfactory payment history for 25 months. The deposit will be refunded as a credit to the customer's utility account provided the customer has not, during the preceding 12 months:

- Made more than one late payment (payments received more than 20 days after the bill mailing or delivery date);
- Made a payment that was returned or refused by a financial institution;
- Been disconnected for nonpayment; or
- At any time, tampered with a meter or used utility service in a fraudulent or unauthorized manner.

Non-Residential Accounts

Accounts classified as non-residential are not eligible for an early deposit refund. Upon termination of service, the deposit, including any accrued interest, will be applied to the final bill. Any remaining balance will be refunded promptly and no later than fifteen (15) days after service is discontinued.

Additional or New Deposits

The Authority reserves the right to require a new deposit (if one was previously waived or refunded) or an additional deposit to secure payment of future bills. Such requests will be provided in writing and separately from any utility bill, with no more than thirty (30) days' notice. Deposit amounts will be based on the current deposit schedule.

Deposit Fees

Current deposit amounts and related fees are available in [Exhibit A-1, Fee Schedule](#).

How You Are Billed

As a Seacoast customer, you are billed every month for water and wastewater service. Utility bills are due when rendered and payment is required within twenty (20) days from the bill date.

If your bill is marked as estimated, your water usage was calculated because an actual meter reading was not available for that billing period. While our advanced metering system is designed to collect readings regularly, there are times when a meter reading cannot be obtained. This may occur due to signal communication issues, water or debris in the meter box, or restricted access to the meter. To help ensure accurate meter readings, please keep the meter box area clear of debris, landscaping, overgrown vegetation, and parked vehicles. We also ask that customers avoid placing trash, oil, grease, or other materials in or around the meter box. Maintaining clear and safe access to your meter helps us provide accurate billing and reliable service.

Service Charges

A service charge may be applied to your account to cover costs associated with specific customer-requested services or account activities. These charges help offset the operational costs associated with providing these services and maintaining reliable utility operations. Service charges may be assessed in situations such as:

1. Establishing new service.
2. Service disconnection due to non-payment.
3. Restoration of service following a customer-requested temporary disconnection (such as for an extended absence or vacation).
4. A customer-requested meter accuracy test when the meter is determined to be operating correctly.
5. Transfer of service from one location to another within Seacoast's service area.
6. Returned payments, including checks that are not honored by your financial institution.
7. Field visits or on-site service calls requested by the customer or required to address account-specific matters.

What is a Base Facility Charge?

The Base Facility Charge is a fixed monthly charge for service availability based on the prevailing rate schedule, which does not include usage for any amount of water. When an account is classified as inactive, all charges, including any Base Facility Charges that accrue while the property is unoccupied or while service is interrupted, must be paid before service can be activated. Explanation: For water to flow from the tap or sewage to be removed from the served property, the utility incurs certain fixed and non-variable cost.

Examples are debt associated with infrastructure such as plant, piping and pump stations, personnel to operate and maintain these, and other costs that continue whether there is water consumption at a given moment or not.

Why is this charge necessary?

Once a customer has connected to Seacoast's facilities or reserved the right to do so, Seacoast begins collecting that customer's share of those fixed and non-variable costs in the form of either capacity reservation (pre-connection) or base facility (post-connection), fixed charges. The continuous payment of these charges reserves that customer's continuing access to system capacity.

Constructing, operating and maintaining the system by which service is provided is integral and essential to providing service on demand. Unlike such variable costs as power and treatment chemicals however, these fixed costs do not increase or diminish with varying consumption. Accordingly, like the costs they are designed to offset, monthly base facility charges must accrue whether there is water consumption or not, as long as capacity is held in reserve for the customer.

How and Where to Pay Your Bill

Seacoast Utility Authority offers several convenient payment options to help you manage your account.

- **Online Payments**

You may pay your bill online through the SUA website at www.sua.com. Payments can be made using a checking account, savings account, debit card, or major credit card. Customers may register for a [Customer Portal](#) account to access additional features, including Auto Pay enrollment, payment notifications, and paperless billing (e-Bills). If you prefer not to register, you may use the "[One-Time Payment](#)" option to make a payment quickly and securely.

- **Pay by Mail**

Payments may be mailed using the return envelope included with your bill. To ensure proper credit to your account, please include the payment stub from the bottom portion of your bill. If the name on the check differs from the account holder's name, please write the utility account number on the check.

- **Payment Remittance Address**

PO Box 30568

Tampa, FL 33630-3568

- **Phone Payments**

Customers may make payments 24 hours a day, 7 days a week by calling **1-888-473-4611**. Please have your account number available when making a payment.

- You may also make a payment with a debit or credit card through a Customer Service Representative by calling **(561) 627-2920** between **9:00 a.m. and 4:00 p.m., Monday through Friday**.

- **In-Person Payments/ Drop Box Payments**

Payments are accepted in person at the Seacoast Utility Authority Customer Service Office, located at **4200 Hood Road, Palm Beach Gardens, FL 33410**, Monday through Friday from **8:30 a.m. to 5:00 p.m.** For your convenience, a secure payment drop box is located directly in front of our office as well. The drop box is checked regularly throughout the business day.

Important Payment Notice

To avoid potential delays in payment processing, Seacoast Utility Authority does not recommend making payments through third-party payment processors, such as Western Union or similar services. Payments made through these providers may take additional time to reach your account and could result in delayed posting of your payment. Whenever possible, please use one of the payment methods listed above for the most timely and accurate processing.

Customer Service Contact Information

For assistance with your account, billing, or utility services, please contact Customer Service at custsvc@sua.com or **(561) 627-2920**.

To help us serve you more efficiently, please have your utility bill or account number available when you call. Customers typically experience shorter waiting times when calling between 1:00 p.m. and 4:00 p.m., Tuesday through Friday.