



# CITY OF RIVIERA BEACH FREQUENTLY ASKED QUESTIONS (FAQs)

## Below are answers to the questions that are frequently asked!

### How do I start my utility service?

Service must be initiated through the filing of an application for new service. Applications are available on the City's website, at the Customer Service window at City Hall or by calling Customer Service at 561-845-4050.

#### Office hours:

Monday-Friday 8:30am - 3:30pm for new accounts

Monday-Friday 8:30am - 4:30pm for regular payments

### Is a payment required when an account is opened?

Yes. All accounts require a deposit. A list of deposit minimums are available on schedule of rates and charges. Non-residential deposits are based on the size of the meter.

### How do I request a new meter?

Applications for a new meter installation available on the District's website, at the Customer Service at City Hall or by calling Customer Service at 561-845-4050.

### I just purchased a new meter. How long will it take to have it installed?

Meter installation takes approximately two weeks after all permits have been obtained.

### How often will I be billed?

Customers are billed monthly.

### How often are meters read?

Meters are read every month on an approximate 30-day cycle.

### My usage has not increased. Why has my bill amount increased?

If your bill is unusually high, you may have a plumbing problem such as a leak. See below on how to check for a leak. If you do not detect a leak, contact Customer Service at 561-845-4050 for your meter to be inspected.

Customers should also consider that the District approved a series of rate increases to fund capital and system improvement programs. Your bill may be higher as a result of the increased rates. Rate increases generally are implemented on October 1<sup>st</sup>.

Sign up for WaterSmart at [www.rivierabeachfl.watersmart.com](http://www.rivierabeachfl.watersmart.com). WaterSmart is a free service that provides details on usage.

### How do I determine if there is a water leak?

Turn off all water in the house. Look at your water meter and if the numbers are changing, then there is a water leak on your property. Please consult with a plumber.

### I suspect my high bill is due to a plumbing problem.

The customer is responsible for fixing leaks and plumbing problems within the home or business plumbing system. The District may provide a credit to adjust for water usage attributed to plumbing problems. This credit is only applied once every three years. Forward a copy of the plumbing report and invoice to avoid unrecovered fees by email to [css@rivierabch.org](mailto:css@rivierabch.org).

### How do I report a leaking or broken meter?

Call Customer Service at 561-845-4050.

### Should I continue to pay my bill if my meter is not functioning properly, I am disputing a balance or I have an adjustment pending?

Yes. Call Customer Service at 561-845-4050 to determine what a normal bill is and pay this amount each month.

### Where can I pay my bill?

For your convenience, we offer several ways to pay your utility bill:

- **Phone** - Call 1-855-844-0039, 24 hours a day, seven days a week.
- **Online** - Pay online using our convenient and secure online bill payment service at [www.rivierabch.com](http://www.rivierabch.com).
- **Walk-in** - Payment windows are available on the first floor of Riviera Beach City Hall, 600 W. Blue Heron, Riviera Beach, Florida 33404. Monday through Friday, 8:30am - 4:30pm

Additional ways to pay are available at:  
[www.rivierabch.com/waystopay](http://www.rivierabch.com/waystopay).

### What happens if my bill is not paid by the due date?

If your bill is not paid by the date due shown on the bill, a late fee will be added to your balance for each month you are past due. Delinquent accounts are subject to being disconnected and a possible lien filed on the property.



# CITY OF RIVIERA BEACH

## FREQUENTLY ASKED QUESTIONS (FAQs)

### **My water was shut off and I can not pay my bill. What can I do to have service restored?**

Property owners may be eligible for a payment plan that would allow you up to 6 months to pay your bill. Call Customer Service at 561-845-4050.

### **Will I have to pay to have my service reconnected if it is cut off due to non-payment?**

Yes, you must pay the balance owed plus a \$15 reconnection fee. After hour fee of \$132, if the reconnection is made after 4.30 pm. You may also be required to pay an additional deposit, if your account is chronically delinquent.

### **If my service is cut off and I pay my bill, how soon will service be reconnected?**

Same day if paid by 4:30pm. Please be sure that all taps/faucets are in the off position. Service crews will not restore service if water taps/faucets in the on position are detected within or outside the home. Please secure all animals.

### **Can I turn my water service on?**

No. This is illegal. If the District detects that you have restored your own service, your meter will be plugged to prevent water from entering the system. There is a fee of \$300 for removal of the plug and additional fees for illegal jumpers.

### **How do I stop my water service?**

Call Customer Service at 561-845-4050.

### **Am I eligible for the City's Utility Assistance Program?**

The City's Utility Assistance Program (UAP) is to assist residential customers who are 60 years or older or any person with a disability regardless of age with household total income at or below the "Low Income (80%)" category from the 2015 Palm Beach County Annual Income Limits may receive a credit. The benefit amount will depend on total household income and household size. Households must meet certain criteria, in order to receive assistance through the UAP.

### **I am a home-bound senior. How do I apply for the Utility Assistance Program?**

Call 561-845- 4185 to make arrangements for assistance with the application and supporting documentation.

### **What is a sewer tap?**

The sewer tap is the physical connection point where the home's sewer line connects to the main municipal sewer line.

### **What is municipal sewage?**

Municipal sewage includes wastewater collected from residences, public buildings, industries, and commercial establishments. Municipal sewage is conveyed to a wastewater treatment facility.

### **What is a sanitary sewer system?**

Those structures (pipes, force mains, gravity sewer lines and manholes) in the wastewater collection system designed to convey municipal sewage only (not storm water) to a wastewater treatment facility are referred to as sanitary sewers.

### **What happens when I request service from the District?**

When you contact our customer service center, a customer service representative will enter your concerns into a database for tracking purposes. A service request will be generated and an inspector will be dispatched to investigate the issues. Initial contact usually occurs within 24 hours.

### **How are repair requests prioritized?**

Requests are prioritized based on three criteria: public health and/or safety, environmental impact, and severity of the problem requiring repair.

### **What are issues that the Department does not address?**

Some of the problems that don't qualify for repair are:

- Leaks on the owner's side of the meter.
- Low spots between homes or properties where water stands.
- Leaking basements and wet crawl spaces caused by the slope of the property.
- Broken or leaking gutters and downspouts.

### **What should a customer do when a sewage backup occurs on a property?**

If you experience a sewage backup, contact the Utility Special District for assistance at 561-845-4185 after hours 561-845-4187.

### **Who is responsible for cleaning up sewage spills, overflows and etc.?**

Spills on private property or inside a private building are the responsibility of the property owner.

### **Still need help?**

We are here to help. E-mail us at [css@rivierabeach.org](mailto:css@rivierabeach.org) or call Customer Service at 561-845-4050.