

# CITY OF SANFORD FLORIDA

## 2020-2021 UTILITIES SERVICES GUIDE



Artist rendering of Man Water Plant



www.sanfordfl.gov 407-688-5100

Water Services • Sewer Services  
Stormwater Services • Solid Waste & Recycling  
Alternative Water Supply



LOCATION	GARBAGE	RECYCLING
East of US 17-92 & North of 20th Street	Monday & Thursday	Monday
East of US 17-92 & South of 20th Street	Monday & Thursday	Thursday
Bakers Crossing, Carriage Cove, Kensington Reserve, Reagan Pointe, Rose Hill & Wyndham Reserve	Monday & Thursday	Wednesday
West of US 17-92 & North of 25th Street	Tuesday & Friday	Tuesday
West of US 17-92 & South of 25th Street	Tuesday & Friday	Friday

Curbside Furniture Pickup ..... 2nd Scheduled Garbage Pickup Day  
Yard Waste ..... Wednesday  
Chargeable Bulk Pick Up ..... Thursday or Friday depending on location

Appliances are picked up on Wednesday at no additional charge, but require an advance request to the Public Works Solid Waste Department at 407-688-5089 prior to the scheduled day.

A stormwater utility fee is used for infrastructure improvement and maintenance program—maintenance of stormwater system—pipes and channels that drain stormwater and prevent flooding—ensuring City's compliance with Federal and State water quality requirements.

Residential 9.27 / ERU (Equivalent Residential Unit)  
Non-Residential..... Determined by impervious area

**Cash or Check**  
**Credit Card** - Visa, MasterCard, American Express  
**ePay** - Automatically paid from your U.S. bank (14) fourteen days after bill date.  
**Pay Online:** sanfordfl.gov/onlinebillpay

**CITY OF SANFORD UTILITY DEPARTMENT**  
Phone: (407) 688-5100  
utilitycustomerservice@sanfordfl.gov

**SERVICE ADDRESS:** 235 Irrigation Lane

Account #	Cycle-Month	Read Date	Bill Date	Due Date
123456-123456	03-10	10/08/20	10/19/20	11/09/20
Meter Reading	Billing Days	Consumption		
001953	31	2 x 1000 Gallons		

Past Due Charges Due on 11/01/19 to Avoid Turn Off of Services

Description of Charges	Amount
Water base.....	7.49
Metered water.....	4.78
Sewer base.....	12.07
Sewer flow.....	10.48
Garbage.....	20.10
Stormwater.....	9.27
City Tax.....	1.23
Delinquent Fee.....	0.00
<b>TOTAL CURRENT CHARGES.....</b>	<b>65.42</b>
<b>PAST DUE CHARGES.....</b>	<b>0.00</b>
<b>TOTAL AMOUNT DUE.....</b>	<b>65.42</b>

Due on 11/01/20

DETACH AND RETURN THE BOTTOM PORTION WITH YOUR PAYMENT - RETAIN THE TOP PORTION FOR YOUR RECORDS

Account #	Cycle-Month	Read Date	Bill Date	Due Date
123456-123456	03-10	10/08/20	10/19/20	11/09/20

MAKE CHECKS PAYABLE TO:  
CITY OF SANFORD  
P.O. BOX 2847  
SANFORD, FL 32772  
PHONE: (407) 688-5100  
utilitycustomerservice@sanfordfl.gov

**SERVICE ADDRESS:** 235 Irrigation Lane

Account #	Cycle-Month	Read Date	Bill Date	Due Date
123456-123456	03-10	10/08/20	10/19/20	11/09/20

If current charges are not paid by the "due date" a late fee of 5% of the balance due or \$4.00, whichever is greater, will be assessed to next month's bill. If past due charges are not paid by the cut off date, service is subject to immediate disconnection, without further notice. There is a \$55.00 reconnection charge if past due amount is paid before 4:00 p.m. An additional \$10.00 is due if paid after 4:00 p.m. or on weekends or holidays up to 8:00 p.m. If mailing payment, please allow sufficient time for delivery. The City assumes no responsibility for delay of mail delivery. Utility drop box is located on the lake side of City Hall.

**JOHN A WATERUSER**  
235 Irrigation Lane  
Sanford, Florida 32771



Post Office Box 2847  
Sanford, Florida 32772-2847

**CONTACT 407-688-5100**

City of Sanford, Utility Department  
City Hall, 300 N. Park Ave., Sanford, FL 32771  
utilitycustomerservice@sanfordfl.gov

**BRING**

Picture ID (driver license or ID card) and the signed Lease/Mortgage. Rental Registration with the City of Sanford will need to be verified.

**COSTS**

*Deposits:*

Residential.....\$75.00 or Credit Based Waiver  
Commercial ..... Determined by the City

*Fees:*

Turn-On/Application For Service.....\$35.00  
After Hours.....\$45.00  
Transfer Service.....\$35.00  
Delinquent Re-Connect.....\$55.00  
After Hours.....\$65.00  
Late Fee.....5% or \$4.00 minimum  
(For Past Due Bills)  
Returned Checks.....\$25.00  
Meter Calibration.....\$70.00

**EMERGENCY DISCONNECT**

8:00 am to 4:00 pm.....No Charge  
After 4:00 pm.....\$10.00  
After Hours Call (407) 688-5100

**UTILITY SERVICE TURN-ON DO'S:**

- Be Present
- Turn Off Faucets

**UTILITY SERVICE TURN-OFF:**

Accounts billed with past due charges not paid by cut-off date, will automatically have service disconnected.

generated at any time other than the scheduled April and October free pickup will be charged at the rate of \$19.37 per cubic yard, with a 4 cubic yard minimum. The collection schedule for this service is provided every Thursday or Friday depending on location with prior notification to the Public Works Solid Waste Department at 407-688-5089.

An unlimited amount of yard waste may be placed out for collection in any combination of either 40-gallon receptacles consisting of either plastic, metal, rubber or any other similar material provided with proper handles, 40-gallon bags, or tied bundles. Bundles can be no longer than five (5) feet or contain branches larger than five (5) inches in diameter. Bags, bundles, or containers can weigh no more than 50 pounds each. The hauler will leave behind items exceeding the 40-gallon / 50 pound limit, bundles exceeding the 5 foot / 5 inch limit, bundles not tied or yard waste mixed with household garbage or special waste. A tag indicating the reason will be left. Yard waste is picked up on Wednesdays. Yard Waste is vegetative matter resulting from the yard and landscaping maintenance of your own property. This includes material such as tree branches, leaves, grass clippings or palm fronds.

The following materials ARE accepted in the curbside recycle program: Pasteboard (i.e., cereal boxes, empty paper towel and toilet paper rolls, soda boxes, beer boxes, tissue boxes, gift boxes, pizza boxes and shoe boxes), Brown paper grocery bags (no wax, no wet strength material, no liners), Corrugated cardboard (flattened and cut down to fit inside the recycle bin), Newspaper, supplements, magazines, catalogs and telephone books, Plastic containers #1-7 (#'s on bottom of containers), Glass bottles and jars (clear, green and brown), Aluminum cans, Steel cans such as food cans.

**Please rinse out all containers and discard all lids.**

Items such as: Antifreeze, Fluorescent Lamps, Gasoline, Rechargeable Batteries, Paint, Poisons, Used Oil Filters, Propane Tanks, Pool & Lawn Chemicals, Solvents – Thinners, Thermometers (Mercury), Aerosols, Used Motor Oil, Thermostats, Automotive Batteries and Pesticides can be disposed of at the Seminole County Transfer Station. For more information, call 407-665-2260.

**Containers must be clearly labeled stating the contents.**

Garbage Collection..... \$5.42/Yd. + \$2.15 Administrative Fee  
 Recycle Collection (6 & 8 yd - 1x/week)..... \$86.09/mth  
 Recycle Collection (6 & 8 yd - 2x/week)..... \$170.03/mth

Dumpsters larger than 8 cu. yds. and compactor service are available and can be scheduled through Waste Pro of Florida, Inc. at 407-774-0800.

*\* Rates subject to change.*

**Effective October 1, 2020**

UPPER LIMIT 1,000 GALLONS

Meter Size	Effective Oct. 1, 2020
¾ Inch	7.49
1 Inch	18.75
1½ Inch	37.47
2 Inch	59.96
3 Inch	112.41
4 Inch	187.33
6 Inch	374.68
8 Inch	599.47
10 Inch	861.75

Meter	Block 1	Block 2	Block 3	Block 4
¾"	6	12	24	24+
1"	15	30	60	60+
1-1/2"	30	60	120	120+
2"	48	96	192	192+
3"	90	180	360	360+
4"	150	300	600	600+
6"	300	600	1,200	1,200+
8"	480	960	1,920	1,920+
10"	690	1,380	2,760	2,760+
<b>Rate</b>	<b>2.39</b>	<b>3.13</b>	<b>4.05</b>	<b>5.97</b>

Meter Size	Effective October 1, 2020
¾ Inch	6.17
1 Inch	15.39
1½ Inch	30.58
2 Inch & Above	48.80

Residential SINGLE-FAMILY	Effective October 1, 2020
0-30,000 gallons	1.25
30,001 - 45,000	1.89
Above 45,000	2.52

Per Dwelling Unit 5.64

RATES PER 1,000 GALLONS

Residential	Effective Oct. 1, 2020
0-2,000 (min.)	2.39
2,001-6,000	2.39
6,001-12,000	3.13
12,001-24,000	4.05
Above 24,000	5.97

Meter Size	Effective Oct. 1, 2020
¾ Inch	12.07
1 Inch	30.19
1½ Inch	60.38
2 Inch	96.63
3 Inch	181.17
4 Inch	301.99
6 Inch	603.94
8 Inch	966.33
10 Inch	1,389.09

per 1,000 gallons 1.25

Usage within each block (rates per 1,000 gallons/month)

**Effective October 1, 2020**

# Units	Block 1	Block 2	Block 3	Block 4
0-4	16	36	72	72+
5-10	40	90	180	180+
11-20	80	180	360	360+
21-50	200	450	900	900+
51-100	400	900	1,800	1,800+
101-200	800	1,800	3,600	3,600+
200+	1,840	4,140	8,280	8,280+
<b>Rate</b>	<b>2.39</b>	<b>3.13</b>	<b>4.05</b>	<b>5.97</b>

Per Dwelling Unit 9.08

RATES PER 1,000 GALLONS

Residential Single Family	Effective Oct. 1, 2020
0-2,000 (min.)	5.24
2,001-12,000	6.15
Above 12,000	—
Residential Multi-Family and Commercial	Effective Oct. 1, 2020
per 1,000 gallons	6.15

RATES PER 1,000 GALLONS

	Effective Oct. 1, 2020
0-6,000	3.13
6,001-18,000	4.05
Above 18,000	5.97

Rates outside City Limits are 25% higher than Inside City Limits Rates.

NOTE: Highest chargeable sewer flow rate for single family residential account is 12,000 gallons.

Refuse Service is mandatory for residential and commercial properties.

Residential Collection Service ..... Per Month  
 Garbage/Yard Waste/Recycling..... \$20.10

An unlimited amount of household garbage may be placed out for collection in 40-gallon watertight receptacles consisting of either plastic, metal, rubber or any other similar material provided with proper handles and a tight-fitting cover or 40-gallon bags. Bags or containers can weigh no more than 50 pounds each. The hauler will leave behind containers exceeding the 40-gallon / 50 pound limit or garbage mixed with yard waste or special waste. A tag indicating the reason will be left.

Every April and October, residents are scheduled for one FREE special pickup of bulk material that is not practical to bag or bundle and tie, including yard waste and other acceptable homeowner generated non-hazardous materials. Bulk material