

City of Tampa Utility Services

Customer Information Quick Reference Guide

The City of Tampa's mission is to deliver outstanding services to enhance the quality of life within our community.

Welcome to the City of Tampa and the City of Tampa Utility Services. We are pleased to have this opportunity to provide you with helpful information and a variety of on-line resources for your convenience.

Helpful Links

City of Tampa Website: tampagov.net

Guide to City Services: tampagov.net/Residents

Look here for everything you need to know about living in Tampa. Find out about community resources, services, activities and programs available to Tampa residents from kids to seniors.

Alert Tampa: tampagov.net/AlertTampa

Sign up here to receive time sensitive emergency notifications or informational alerts on your home phone, cell phone, email, or TTY/TTD.

City of Tampa Utilities: tampagov.net/cotu

Utility billing for the City of Tampa is managed by the Water Department's Distribution and Consumer Services Division. Most of the City's utility customers receive a consolidated monthly bill for three utility services: water, wastewater (sewer), and solid waste (refuse and recycling).

Links to Important Information: tampagov.net/cotu

Links to information on topics you may find useful such as:

- Utilities FAQs
- Payment Methods
- Solid Waste Services
 - Backdoor Disability
 - Holiday Schedules
 - Recycling Guidelines
 - Refuse Guidelines
 - Senior Discount
 - S.W.E.E.P. Program
- Wastewater
 - Wastewater FAQs
 - Prevent Blocked Drains
 - Sewer Backup Problems
- Water
 - Water FAQs
 - Conservation & Efficiency
 - Rates & Fees
 - Water Use Restrictions

Please take a moment to visit our website: tampagov.net/Water

Locations and Contact Information

Websites:

tampagov.net/cotu for general utilities information

tampagov.net/UtilityBill to access your account information

Utility Services Main Number: (813) 274-8811

- 24 Hour Account/Payment System Option #1
- Credit and Collections Option #2
- Customer Service Option #3
- Water and Wastewater Emergency Option #4

Solid Waste Customer Service:

(813) 274-8811, option #3

Mailing Address:

Utility Services
3402 West Columbus Drive
Tampa, Florida 33607

Fax Number:

(813) 274-8430

Note: The curb stop is City property and Tampa City Code prohibits anyone other than an authorized representative of the City from turning off or turning on water at the City's curb stop. Any damage to the City valve, water meter or service as a result of unauthorized use will be billed to the account holder. We suggest that consumers install a private shut off valve on property so that they can turn their water off as needed.

To request a field technician be dispatched to turn off and turn on water at the curb stop, please refer to the Water Emergency section. Fees may apply for same day or non-business hour response.

Billing Information

Your account is billed monthly about 20 days before the due date. Included on the bill are charges for all applicable services listed:

- Water
- Reclaimed Water
- Wastewater
- Solid Waste (refuse, recycling, special pick-ups)
- Tampa Bay Water Pass-Through
- All Other Service Charges
- Utility Tax/Fees

To avoid late fees and/or service interruptions, payments must be received and posted by the due date on the bill.

Bills are mailed monthly to the mailing address provided by the customer of record. Please notify us of any changes immediately.

Your monthly bill and account information can also be accessed online at: tampagov.net/UtilityBill using your utility services account number or your email address on file with us.

Requests to change service or account information may be submitted on-line through the Customer Service Center at: tampagov.net/UtilityBill. Please allow at least five (5) business days for changes to be processed and updated. We encourage you to keep your contact information current in the event we need to contact you regarding your account or services.

Think your City of Tampa Utility bill is too high?
Use the online tools at: tampagov.net/HighBill.

Payment Options

By Phone:

(813) 274-8811, option #1

Online:

tampagov.net/UtilityBill

By Mail:

City of Tampa Utilities
P.O. Box 30191
Tampa, Florida 33630-3191

Private Payment Centers:

A non-refundable service charge may apply.

- Any AMSCOT® location

Automatic Electronic Bill Payment:

Your bill can be paid automatically by electronic transfer of funds from your bank account.

More information can be found at tampagov.net/cotu.

NOTE:

To avoid late fees and/or service interruptions, payments must be received and posted by the due date on the bill.

Refuse and Recycling

Refuse and recycling should not be set out for collection any earlier than sunset the day prior to collection and no later than 6 a.m. on the day of collection. All refuse receptacles must be placed within an unobstructed arms reach of the street, curbside or alley for collection.

Holiday schedules are announced through the media, on the Solid Waste Department's website at: tampagov.net/SolidWaste and in your monthly utility bill.

The City of Tampa does not provide service make-up days for the collection of household materials following observed single-day holidays. For residential customers whose regularly scheduled collection falls on a City of Tampa observed holiday, collection will resume on the next regularly scheduled service day.

Observed City Holidays Affected:

- New Year's Day
- Martin Luther King, Jr. Day
- Spring Day/Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veterans' Day

Residential Solid Waste Senior Discount:

Residents over the age of 65 may obtain a discount on their monthly refuse bill. The application is available on-line at: tampagov.net/cotu or tampagov.net/SolidWaste.

Water Use Restrictions and Conservation

Water use restrictions are in place year-round to help ensure a sufficient quantity of drinking water for the Tampa community. Restrictions are subject to change in response to local and regional water supply conditions. Restrictions information is available online at: tampagov.net/WaterRestrictions or by calling (813) 274-8032 for a recorded summary.

Learn about ways to save water at home or work. Using water efficiently is good for the environment, for our community, and for our future. It can help you manage your water bills, too!

These are some of the helpful tools available on our website at: tampagov.net/SaveWater:

- FREE [Rain Sensors](#)
- FREE [Showerheads](#)
- [Fix Leaks](#)
- [8 Things to Know about Irrigating New Lawns and Landscape](#)
- [Getting the Most from Your Irrigation System](#)
- [Improving Your Lawn's Drought Tolerance](#)
- [Irrigation Calculator](#)
- [Irrigation Management for New Construction Homes](#)
- [Rain Sensor Checkup Guide](#)
- [Seasonal Irrigation Saves Water](#)
- [Smartphone Controllers 101](#)
- [Solutions to Common Irrigation Problems](#)
- [Sprinkler Checkup Guide](#)

Water Emergency

You can reach a customer service representative 24-hours-a-day, 7-days-a-week for water related emergencies by calling our Emergency Repair and Service Hotline at (813) 274-7400.

Emergency calls listed below are triaged and addressed as soon as possible, based on available resources:

- Leaks involving property damage or traffic impacts
- Fire Hydrant Damage/Leaks
- *No Water
- Other water-related safety hazards and property damage

**Does not include service interruptions due to non-payment.*

For all other requests (non-emergency), please contact the Utilities Call Center at (813) 274-8811 option #3, Monday-Friday between 8 a.m. and 5 p.m.

Sewer Emergency

If you are having a sewer emergency such as a back-up or overflow, or notice an overflow occurring in your neighborhood, please contact us immediately: (813) 898-1420 or (813) 274-8811, option #4.

This is a 24/7 emergency operations number.