



Municipal Complex, 409 Fennell Boulevard, Lady Lake, FL 32159 USA

352-750-1525 352-751-1528 FAX: 352-751-1573 www.ladylake.org

Dear Utility Customer:

We welcome you as our customer and are pleased to have you on the Utility System of the Town of Lady Lake. Our goal is to provide you with a quality service. If you have a question about your service or your utility bill, please do not hesitate to call 751-1525 or 751-1528 and let us help you. Also our fax number is 352-751-1573.

Residential Water rates are: Minimum Charge with no volume (1 ERU)	\$10.97
Volume Charge (per ERU) per 1,000	
0 to 3,000 gallons	\$ 2.16
3,001 to 7,000 gallons	\$ 2.68
Over 7,000 gallons	\$ 3.17

A water utility tax of 6% is assessed on the total water charge.

Residential Sewer rates are: Minimum Charge with no volume (1 ERU)	\$15.50
(if applicable) Volume Charge (per ERU) per 1,000	\$ 3.55

Utility bills are mailed by the end of each month. All utility payments are due 20 days from the bill date. Look on your bill for the due date. Any payment received in this office after 3 p.m. on the due date shall be assessed a \$10.00 late charge.

Utility bills are delinquent after 3p.m. on the bill due date of each month. Accounts that become delinquent are subject to discontinuation of service for non-payment 30 days from bill date. Any account that is delinquent on the scheduled shut off day will be charged a \$25.00 fee whether service is interrupted or not. Utility business hours for service reconnections are Mon-Fri, 8am- 5p.m. Any reconnection paid after 5p.m. will not be turned back on until the next business day, unless an additional \$25.00 after hours fee is paid.

Bank Drafting is available and payments may also be mailed or brought to Town Hall, Monday-Friday between 8:00 a.m. and 5:00 p.m. For your convenience after business hours, a drop box is located outside the Town Hall at the west end and another drop box is located in front of the library entrance in the loop.

If you desire termination of service, we may ask that your request be given in writing or in person at the Utility Department located inside Town Hall. This is done for your protection.

We are glad to have you as a customer and are here to serve you and help you conserve a vital resource for our future.