



YOUR GUIDE TO SANITATION AND STORMWATER UTILITY QUESTIONS (FAQ)

WHY IS THIS HAPPENING?

Effective Nov. 15, 2010 the City will begin using the standardized cart system for residential garbage and recycling services. Billing will be handled by the City instead of Waste Management and residents will be billed \$10.81 per month on their utility bill. This eliminates multiple billing and translates into a cost savings for the user.

HOW WERE THE CARTS PAID FOR?

The City borrowed the money over a ten year period. The costs of the carts are recaptured in the rates - 74 cents of the \$10.81. No tax dollars were used.

HOW OFTEN WILL I BE BILLED?

Customers who have water and sewer service and receive a bill from the City will also be billed for sanitation and stormwater service on the same monthly bill.

Customers who do not receive a monthly water/sewer bill will be billed quarterly, in advance, for sanitation and stormwater services.

WHAT HAPPENS IF I DO NOT PAY MY BILL?

Your sanitation services will be suspended and the carts will be removed and your waste will no longer be collected. In addition to bringing your account current, there will be a charge of \$25.00 to reactivate your account and there is the possibility of service interruption.

WHAT IF I DO NOT PAY MY BILL AND MY CARTS ARE REMOVED AND I PUT OUT GARBAGE IN BAGS?

You will be in violation of the City Code of Ordinances and your garbage will not be collected.

THE HOUSEHOLD WASTE CONTAINERS ARE TOO SMALL FOR THE AMOUNT OF WASTE MY FAMILY GENERATES. WHAT SHOULD I DO?

You can request only one additional cart at a charge of 40-cents per month. No additional recycling carts will be delivered. However, it is possible to reduce the amount of household waste by recycling.



WHAT DO I DO IF MY CART GETS DAMAGED?

carts will be repaired or replaced at no charge to you. You should contact the Customer Service Division at 952-3420 to report the damage.

WHY ONCE A WEEK ONLY?

The change in frequency of pick-up was done for two primary reasons. First, under the state-mandated recycling goals, the reduced frequency will

encourage more residential recycling efforts. If the City (and the County) does not reduce its municipal waste stream by 75% by 2020, the City and County can be subject to penalties and residents may be subject to a "pay as you throw" system.

Second, maintaining a twice a week pick-up for household garbage would have resulted in a higher per unit cost to the City. In this regard, the City's cost for sanitation service is locked in for 10 years, with the only increases tied to indexes reflecting

inflation.

HOW DO I TERMINATE OR SUSPEND MY ACCOUNT?

You will need to contact the Customer Service Division at 952-3420 to terminate or suspend your account and arrange to have your carts picked up. There will be a charge to restore service.

WHAT IF I NEVER RECEIVED MY CARTS?

Garbage and recycling services commence November 15th. If you have not received your carts and are a customer in good standing, you should contact **Customer Service at 952-3420.**



FOR DETAILED INFORMATION VISIT:

<http://www.palmbayflorida.org/finance/ucs/sanitation/index.html>

STORMWATER UTILITY

WHAT IS THE FEE AND WHAT AM I GETTING?

The fee is \$4.47 billed on your monthly utility bill beginning October 1st. The revenues from this fee will be used to provide for the maintenance of the stormwater system.

WHY WILL I BE CHARGED A STORMWATER FEE NOW WHEN I HAVEN'T BEEN IN THE PAST?

By establishing a dedicated funding source through stormwater fees, the City can ensure that revenue required to manage and to maintain this important system is available. The stormwater that flows off your property places a demand on a vast system of infrastructure which is costly for the City to operate and maintain. Stormwater must be channeled through a system of pipes, ditches, and canals, before it can be safely discharged into the Indian and St. John's Rivers. User fees provided by the utility are placed into a fund, similar to our water and sewer utility, and are dedicated for use in the various aspects of stormwater management.

I HAVE DETENTION PONDS ON MY PROPERTY THAT I PAY TO MAINTAIN. DO I STILL HAVE TO PAY THE STORMWATER FEE?

Stormwater detention ponds may provide some benefits to the stormwater system by reducing the amount of stormwater runoff that enters the City's drainage system. However, they do not completely eliminate the impacts from the stormwater runoff or the need for stormwater services from the City. The City is still required to provide services to manage

stormwater runoff from larger storms than the detention pond may be designed to control, comply with new federal and state stormwater regulations, and proactively plan and manage the operation and improvement of the City's drainage system. The City has developed a credit policy that may provide a partial fee credit to customers that own and maintain detention ponds which provide protection that meets the specific City requirements. For information about the requirements and how to apply for a credit, please contact the **Public Works Department at 952-3403.**



FOR DETAILED INFORMATION VISIT:

http://www.palmbayflorida.org/publicworks/stormwater_utility/index.html