

# Attention Customers our payment address has changed!

Effective February 10<sup>th</sup>, 2020

This will affect all customers who pay by mailing in checks or money orders.

Credit card and direct debit payments are **not** affected.

Check and money order payments should be directed to:

**Aquarina Utilities, Inc.**

**P.O. Box 628733**

**Orlando, FL 32862-8733**

**This is a bank-operated lock box.** Payments will be deposited daily except for Sunday. Payments received after the due date are LATE, except when the due date falls on a Sunday or bank holiday, in which case the due date will be extended to the first business day following the Sunday or bank holiday due date. All payments received after that day will be LATE. A Late fee of \$7.00 per late account will be levied for ALL past-due account balances over \$10.00. **Be sure to update your email address and mailing address by emailing a correction to [aquarinautilities@bellsouth.net](mailto:aquarinautilities@bellsouth.net).** Failure to receive your bill because you are traveling, stating that the bill went to your email's SPAM folder, that you accidentally deleted your bill, that the bill was not forwarded properly or was lost in the mail or any other reason not directly the responsibility of the utility will not be considered valid reason for the removal of a late fee. Disconnect notices will be mailed and/ or emailed on the first day after payment is due. Site visits for collection will be made five days after the date of the disconnect notice. Failure to pay a past due account by the disconnection date will result in disconnection and will require the payment of a reconnection fee.

Late Fee = \$7.00

Site Visit for Collection (regular business hours) = \$26.00

Site Visit after hours = \$99.00

Reconnection charge = \$38.00

Reconnection charge after hours = \$47.00

Do not become subject to these Florida Public Service Commission--approved fees! Pay your utility bill on time!

**We strongly recommend all customers take advantage of our free direct debit service** to have payments taken directly from your checking account just before the due date to ensure that your payments are **never** late. The form to sign up for this service is available upon emailed request to [aquarinautilities@bellsouth.net](mailto:aquarinautilities@bellsouth.net) or on our website at [www.aquarinautilities.com](http://www.aquarinautilities.com). If you are not computer-savvy, please give Holly a call and she'll mail you the form to sign up. If you have any questions regarding this notice, please call Holly at (772) 708-8350.

**Questions, address or account information changes, disconnections, and all regular correspondence should be emailed to [aquarinautilities@bellsouth.net](mailto:aquarinautilities@bellsouth.net) or sent by regular mail to:**

**Aquarina Utilities, Inc.; P.O. Box 1114; Fellsmere, FL 32848**