

Q: What is a base charge and why do I have to pay it?

A: In Florida, rates are set to recover the cost and maintenance of the facilities, which includes the water and/or wastewater plant, distribution lines from the plant to your residence, your meter, lift stations, etc. In addition, rates allow the utility to recover prudent costs of billing, meter reading, salaries, rents, chemicals, testing, etc. The water and wastewater treatment plant and lines that serve your home must be continually maintained to ensure they function properly every day. The utility faces costs to maintain the system and to ensure service is available whenever you turn on a faucet. While you may not require service every day of the year, service must be available at your demand.

