



# Green Cove Springs

321 Walnut Street  
Green Cove Springs FL, 32043

JANE SMITH  
123 MAIN ST  
GREEN COVE SPRINGS FL 32043-3635

**For questions regarding your bill:**  
Phone – (904) 297-7500, select option 1  
To pay by phone - (855) 474-4075  
In Person - City Hall, 321 Walnut Street  
Email – [billing@greencovesprings.com](mailto:billing@greencovesprings.com)

Visit us on the web at <http://www.greencovesprings.com>

SERVICE LOCATION		123 MAIN ST		
<b>Energy Service Charges</b>		<b>Consumption</b>		
ELECTRIC		158	\$25.11	
BCPA ADJUSTMENT @ 0.025000		158	\$3.95	
FL GROSS RECEIPTS TAX 2.56%			\$0.74	
CLAY COUNTY UTILITY TAX 4%			\$0.24	
<b>Consumption History</b>				
Electric		Current Month 158 Kwh	Prior Month 7 Kwh	12 Months Prior 0 Kwh
<b>Water &amp; Wastewater Charges</b>		<b>Consumption</b>		
WATER		310	\$12.19	
WASTEWATER		310	\$26.98	
WA UTILITY TAX 10%			\$1.22	
<b>Consumption History</b>				
Water		Current Month 310	Prior Month 610	12 Months Prior 0
<b>Other Charges</b>				
SOLID WASTE			\$19.00	
<b>Total Charges</b>			\$89.43	
<b>Billing Period</b>		Start Date 05/09/19	End Date 06/12/19	

Customer payments received after 2:00 p.m. will be credited on your account the following business day. Accounts not paid in full will accrue a late fee of \$5.00 or 5% of the delinquent amount (whichever is greater).

## IMPORTANT REMINDERS

All Credit/Debit Card Transactions are subject to a 2.4% surcharge from our card management provider. We take Visa, Master Card, and American Express.

All payment received after 2:00 p.m. are posted to the next Business Day. If you are subject to cut off, **DO NOT** place your payment in the drop box, make sure it is given to Staff.

Each account holder is allowed 3 Extensions per year, this is a rolling calendar year, so if you get your first extension on Jan. 1, once the third extension is used you cannot get another extension until Jan. 1 of the following year. Once service is disconnected for non-payment you cannot use an extension to reconnect your service.

**PLEASE USE ENVIRONMENTALLY SAFE FERTILIZERS.**

PLEASE DETACH AND RETURN BOTTOM PORTION IF PAYING BY MAIL. PLEASE DO NOT STAPLE OR FOLD. PLEASE WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK.



321 WALNUT ST  
GREEN COVE SPRINGS FL 32043-3441

ADDRESS SERVICE REQUESTED

JANE SMITH  
123 MAIN ST  
GREEN COVE SPRINGS FL 32043-3635

PHONE	(904)123-4567	
EMAIL		
BILL DATE	ACCOUNT NUMBER	DATE DUE
06/20/2019	12345	07/07/2019
LOCATION NUMBER		<b>TOTAL DUE</b>
12-34567		\$89.43
AMOUNT DUE IF PAID AFTER 07/07/2019		\$94.43

Amount Enclosed \$ \_\_\_\_\_

Please update Phone and eMail information if needed  
Please remit and make checks in US funds payable to:

CITY OF GREEN COVE SPRINGS  
321 WALNUT ST  
GREEN COVE SPRINGS FL 32043-3441



00000123451 0000089433

## CITY OF GREEN COVE UTILITY PAYMENT INFORMATION

### PAYMENT OPTIONS

#### BY MAIL:

City of Green Cove Springs  
321 Walnut St.  
Green Cove Springs, FL 32043  
Attn: Customer Service

#### IN PERSON:

City Hall  
321 Walnut St.  
Green Cove Springs, FL 32043  
1<sup>st</sup> Floor Finance

#### ONLINE/OVER PHONE

Pay online with Credit Card  
[www.greencovesprings.com](http://www.greencovesprings.com)  
Pay over the phone with check  
or Credit Card 855-474-4075

**DROP BOX PAYMENTS ARE ACCEPTED AT CITY HALL, DROP BOX IS LOCATED IN DRIVE THRU**

**Establishing an Account:** You may apply for a residential account in person at City Hall or fill out the forms located on the City's website, and e-mail to us at [customerservice@greencovesprings.com](mailto:customerservice@greencovesprings.com). You must provide a copy of your drivers license along with either a valid lease or proof of property ownership. Customers must pay a deposit of \$200 for Electric, \$50 for Water, \$50 for Wastewater, and \$50 for solid waste. If you currently have utility services with another company a letter of credit showing no NSF checks, no late fees, and no shut offs for the past 12 months may serve as your deposit. Commercial Accounts however must start in the Building and Zoning Department and will require minimum deposits which will be set upon application.

**Owners** who rent their properties may be requested to provide a one-time temporary deposit of \$50 if they take back utility accounts into their names, for short periods of time to do renovations, or clean up services.

#### **Meters Are Read Monthly:**

Meters are read via radio signal and can be read from a mile or more away. Each meter is equipped with its own identifiable unique signal, therefore it is not necessary for our personnel to access your property for the purpose of reading your residential meter. We read meters approximately every 28-30 days, however reading dates may vary slightly due to holidays, weekends, severe weather and other unusual conditions.

#### **Late Charges, Penalties, Tampering:**

A late fee of at least \$5.00 and not more than \$500 will be charged to your account if your payment is not received in our offices by 5:30 p.m. on its due date. Customers who illegally access their meters for the sole purpose of obtaining utilities for free will be subject to prosecution and fined a tampering fee of at least \$100. Services will automatically be discontinued and all meters at this location pulled from service.

#### **Reconnection Fees:**

A reconnection fee will be assessed any account which is disconnected for non-payment. Fees during normal business hours are at least \$40. If the meter cannot be accessed by our meter staff and we must send out the Electric Department due to dogs, locked gates, or other access issues, a fee of at least \$93.70 will be applied to your account. After hours and weekend reconnection charges are at least \$93.70. For After Hours Reconnections you must pay on-line at [www.greencovesprings.com](http://www.greencovesprings.com), then call the police department at 904-297-7300, and provide them your payment confirmation information to be reconnected. The reconnection fee will be applied to your next utility bill.

#### **12 Month Rolling Average/Budget Billing:**

Seniors 65 and older with proof of age or 100% disabled Veterans may qualify for "Budget Billing" which enables you to pay a set monthly bill. Inquire at Customer Service about this Program.

#### **BPCA:**

Bulk Power Cost Adjustment is the difference between the bulk power unit cost paid and the power cost base.