



Utility Department  
 111 W 1<sup>st</sup> Street  
 Frostproof, FL 33843  
 Phone (863) 635-7850  
 www.cityoffrostproof.com  
 ..... *The Friendly City*

**RESIDENTIAL UTILITY SERVICE APPLICATION**

Customer's Name: \_\_\_\_\_

DOB: \_\_\_\_\_ Driver's License #: \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Service Start Date: \_\_\_\_\_

Parties authorized to make changes to the account: *(name, phone number & photo ID required)*

\_\_\_\_\_

\_\_\_\_\_

How would you like to receive your bill?  MAIL  EMAIL  BOTH

Does this property have an irrigation meter?  YES  NO Would you like to turn it on?  YES  NO

*\* A security deposit will also be required to turn on service for irrigation meter \**

Rental Agent/Landlord Name: \_\_\_\_\_ Phone: \_\_\_\_\_

*\* Tenants please provide landlord information \**

*A \$25.00 CONNECTION FEE IS REQUIRED IN ADDITION TO SECURITY DEPOSIT FOR ALL ACCOUNTS*

- \$165.00 Security Deposit for all Residential/Commercial Owner Accounts
- \$315.00 Security Deposit for all Residential/Commercial Tenant Accounts

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**Documents Required: Valid Photo ID for all account members (Driver's License, Military ID or Passport) & Proof of Residence (Signed Rental agreement, Settlement Statement, Property Tax Statement or Warranty Deed)**

I agree to the statements listed above and to the best of my knowledge, all information submitted is correct. Incorrect information may result in disruption of service or additional service charges.

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Co-Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**OFFICE USE ONLY**

Fee Amount: \_\_\_\_\_ Batch Receipt: \_\_\_\_\_ Paid Date: \_\_\_\_\_

MIU: \_\_\_\_\_ Move in Read: \_\_\_\_\_

Trash Bins: YES NO Order New: \_\_\_\_\_ Staff/Date: \_\_\_\_\_



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## IMPORTANT UTILITY ACCOUNT INFORMATION

### Meter Reads & Billing

- Meters are read on the 15<sup>th</sup> of each month, if the 15<sup>th</sup> falls on a Saturday, the read will be done on the Friday before, if the 15<sup>th</sup> falls on a Sunday, the read will be done on the Monday after.
- Your bill reflects services provided during the previous month's billing period. For example, if you receive a bill on October 31<sup>st</sup>, the service dates are from September 15<sup>th</sup> to October 15<sup>th</sup>.
- Billing adjustments for leaks/faulty toilet valves etc. are only permitted once every 12 months, and the customer must provide repair documentation, either repair receipts and or any photos of the leak/damage.
- Irrigation meters are available for purchase. For an estimate, please call the Utilities Department.
- Lawn Watering Restrictions- **ODD address- Wednesday & Saturday, before 10 am/ after 4 pm**  
**EVEN address- Thursday & Sunday, before 10 am/ after 4 pm**
- There are no specific restrictions on fountains, car washing, or pressure washing. However, these and other water uses should be conducted as efficiently as possible, such as using a shutoff nozzle on each hose to adhere to the general restriction prohibiting wasteful water use.

### Due Date

- All utility payments are due on or before the 15<sup>th</sup> of each month.
- Utility payments may be made via our website at [www.cityoffrostproof.com](http://www.cityoffrostproof.com), our secure phone line at (844) 592-1746, in person at City Hall, 111 W 1<sup>st</sup> Street, 2<sup>nd</sup> floor, or our drop box that is located outside on the east side of the building.
- You may also sign up for ACH automatic withdrawal with the Utilities Department; this service is free of charge.
- Please note paying with your debit or credit card via the secure phone line or in person will charge a convenience fee of 3.1%.

### Late Fees

- After the due date, on the 16<sup>th</sup> of each month, a 10% late fee will be applied to the customer's account.
- If the 16<sup>th</sup> falls on a weekend or holiday, the penalty will be applied the next business day.

### Disconnection

- A reminder notification will go out to all residents that have provided a valid phone number or email, 3 days before disconnection day on the 21<sup>st</sup> of each month.
- If the bill still has not been paid by the 21<sup>st</sup> a \$35 administration fee is applied to the customer's account and service is disconnected.
- Customers will have their service reconnected after the unpaid bill, penalty fee and administration fee is paid in full.
- Customers who pay after 4pm on the 21<sup>st</sup> will not be reconnected until the following business day.
- If the 21<sup>st</sup> falls on a weekend or holiday, the disconnection will be completed on the next business day.

## Payment Arrangements

- The City of Frostproof will authorize a **one-time extension** every 12 months.
- Customers that have been approved for a payment plan will still be responsible for paying the utility bill by the 15<sup>th</sup> of each month.
- Payment plans are only allowed for 12 months, and during that time, the customer is not subjected to late fees or disconnect fees, however, if the monthly payment is not made by the 15<sup>th</sup>, the payment plan becomes void, and a 10% late fee is applied, and the customers' water may be disconnected.

## Emergency Water Repair and Service

- For after hours water-related emergencies call (863) 528-2032. **Related emergencies: (1) leaks involving property damage or leaks that may impact traffic (2) fire hydrant damages/leaks (3) no water (does not include service disconnection for non-payment) (4) lift station overflowing (5) sewer overflows/backups.**

## Solid Waste

- Trash Taxi is our current solid waste company that provides weekly household trash collection and yard waste collection on Fridays. **Holidays may affect this scheduled day, please sign up for notifications with the utilities department and follow The City of Frostproof on Facebook for more updates.**
- All residents will be issued 2 standard trash bins; any additional trash bins may be purchased through the utility department for \$75 each.
- Commercial customers that have **dumpsters will be given a different pick-up day**, depending on Trash Taxi's schedule. Dumpsters are picked up Monday through Thursday and must have a 15' clearance.
- Please make sure your bins are placed in the right-of-way, away from low-lying power lines or low hanging tree limbs. Loose garbage will not be picked up; it must be bagged.
- Yard debris: loose leaves, grass and clippings must be bagged or in a garbage bin. Tree limbs must be cut smaller than 4 ft and be tied together. Tree limbs/logs that are large in diameter need to be cut down. Set yard debris with your trash can, if possible. *Do not put in vacant lots or pile together with your neighbors.*
- Any bulk items that you need picked up, which may include household items and yard debris will need to be scheduled through the utility department.
- If bulk items are considered excessive, the customer will be charged a fee. The fee is applied to the customer's utility bill and can be broken down into 12 monthly payments if needed.
- **Please note the following items are ineligible for pick up:**
  - vehicular batteries
  - engine oil
  - construction debris (drywall, ceiling tiles, insulation, plumbing fixtures, PVC pipes, concrete blocks, roofing materials, etc.)
  - paint and paint cans
  - refrigerators and other appliances with freon

## Stop/Transfer Service

- Customers who wish to stop service, either to close their account or to temporarily stop service, must complete a Stop Service Form 24 hours before the stop date.
- Customers who wish to transfer service from one address to another within city limits must complete a new utility service application, provide all required documentation and pay the security deposit (if a security deposit is still on your account, this may be transferred).

**For questions regarding your account, or to schedule a bulk pick up, please contact the Utility Department by phone at (863) 635-7850 or by email at [utilities@cityoffrostproof.com](mailto:utilities@cityoffrostproof.com)**

December 23, 2025



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## Monthly Utility Rates

### Water

Gallons	Residential Rate	Irrigation Rate
0-3,000	\$14.31- base rate	\$14.31- base rate
3,001-10,000	\$2.23 per 1000 gallons	\$3.90 per 1000 gallons
10,001-15,000	\$3.08 per 1000 gallons	\$4.48 per 1000 gallons
15,001-30,000	\$4.19 per 1000 gallons	\$5.59 per 1000 gallons
30,001-50,000	\$5.30 per 1000 gallons	\$6.71 per 1000 gallons
50,001-80,000	\$6.42 per 1000 gallons	\$7.82 per 1000 gallons
80,001 and more	\$9.78 per 1000 gallons	\$8.94 per 1000 gallons

### Water- Meter Size Based

Meter Size	Base Rate	Gallons for all meter sizes	Rate
.75	\$15.02	0-3,000	\$1.96 per 1000 gallons
1	\$20.03	3,001 and more	\$3.08 per 1000 gallons
1.5	\$25.76		
2	\$41.49		
3	\$157.37		
4	\$200.29		
6	\$300.43		

### Sewer

### Storm Water

Gallons	Residential and Commercial	Rate
0-3,000	\$55.59- base rate	\$3.00
3,001 and more	\$7.54 per 1000 gallons	

### Garbage

#### Residential and Commercial

Two 95 Gallon Bins      \$29.11      Each additional bin purchase \$75.00

Billed	Service Dates	Due Date
January	12/15 to 1/15	February 15 <sup>th</sup>
February	1/15 to 2/15	March 15 <sup>th</sup>
March	2/15 to 3/15	April 15 <sup>th</sup>
April	3/15 to 4/15	May 15 <sup>th</sup>
May	4/15 to 5/15	June 15 <sup>th</sup>
June	5/15 to 6/15	July 15 <sup>th</sup>
July	6/15 to 7/15	August 15 <sup>th</sup>
August	7/15 to 8/15	September 15 <sup>th</sup>
September	8/15 to 9/15	October 15 <sup>th</sup>
October	9/15 to 10/15	November 15 <sup>th</sup>
November	10/15 to 11/15	December 15 <sup>th</sup>
December	11/15 to 12/15	January 15 <sup>th</sup>