



Welcome to the City of Mascotte Residential Customers

Utility Deposit: A utility deposit of \$150.00 and a turn-on fee of \$35.00 must be paid at time of application for new services. To terminate services, you must submit the proper forms to City Hall including a forwarding address. Upon termination of services, your deposit is applied to the final utility bill. Any remaining deposit will be refunded (typically the month following when service is disconnected). If a balance remains owed, you will be billed accordingly.

Change of Occupancy Fee: A fee of \$50.00 will be charged to the property of any rental property with each tenant change. This fee covers inspections that are required of rental properties to ensure that the property is up to the Building Code standards in order to protect the tenants. **A fee of \$25.00 will also be charged if the rental inspection does not pass.**

Water Rates: **An availability charge of \$28.00** is billed to all residential water utility accounts within the City. This fee is for the City providing water service to a property whether any water is used or not. The City uses a tiered water rate calculation as indicated below: **Minimum bill of \$35.00**

Gallons	Water Rate
Availability Rate:	\$28.00 Availability Rate (even if zero gallons are used)
1 st Step: 1,000-2,999	\$28.00 minimum + \$3.00/thousand gallons
2 nd Step: 3,000-5,999	\$28.00 + Step 1 + \$4.00/thousand gallons
3 rd Step: 6,000-9,999	\$28.00 + Step 1 + Step 2 + \$5.00/thousand gallons
4 th Step: 10,000-14,999	\$28.00 + Step 1 + Step 2 + Step 3 + \$6.00/thousand gallons
5 th Step: 15,000-24,999	\$28.00 + Step 1 + Step 2 + Step 3 + Step 4 + \$6.25/thousand gallons
6 th Step: 25,000-34,999	\$28.00 + Step 1 + Step 2 + Step 3 + Step 4 + Step 5 + \$7.00/thousand gallons
7 th Step: 35,000-49,999	\$28.00 + Step 1 + Step 2 + Step 3 + Step 4 + Step 5 + Step 6 + \$7.50/thousand gallons
8 th Step: 50,000-99,999	\$28.00 + Step 1 + Step 2 + Step 3 + Step 4 + Step 5 + Step 6 + Step 7 + \$8.00/thousand gallons
9 th Step: 100,000 and over	\$28.00 + Step 1 + Step 2 + Step 3 + Step 4 + Step 5 + Step 6 + Step 7 + Step 8 + \$9.00/thousand gallons

The utility billing period covers an approximate 30 day period. This period typically starts around the 1st of each month. Bills are mailed between the 13th and 20th of each month. ***Bills are due on the 1st of every month. On the 11th at 7:00 am a 10% late fee will apply, and your account is subject to disconnection any time thereafter. There is a \$35.00 service charge for all accounts that make the disconnection list.** If water is requested to be turned back on after standard work hours, an additional \$65.00 fee will be required from the customer. Any outstanding balance, including all late charges, disconnects and reconnects fees, must be paid in full to have service restored. On all return checks, service will be disconnected immediately. Also a cut-off fee of \$35.00 and NSF charge of \$25.00 will apply. **There are no exceptions to this policy!**

Stormwater Rate: **A stormwater fee of \$7.00** is billed on your monthly invoice. This fee is used to fund activities that prevent flooding and untreated storm water run-off.

Sewer Rate: **A sewer availability charge of \$49.33** is billed to residential utility accounts with sewer services.

Base/Availability Rate:	\$49.33 Base/Availability Rate (even if zero gallons are used)
Volumetric Rate (per 1,000 gallons):	All Usage [1] \$4.91

*[1] Residential sewer usage charge capped at 10,000 gallons/month

Trash Rates, Pick-up Schedule and Recycling: Garbage collection is now paid through property taxes. If you are located north of Hwy 50, east of Elizabeth Ave, your trash will be picked up on Tuesday and Friday. If you are located north of Hwy 50, west of Elizabeth Ave and south of Hwy 50, your trash will be picked up on Monday and Thursday. Yard waste will be picked up on your second day of garbage collection. Recycle containers are picked up once a week on Wednesday. If you need a trash can or a recycle container call WCA. Bulk waste and white goods are picked up by WCA **upon request.**

Contact **WCA at (800) 535-9533 for all bulk trash pickups.** If you have any questions or complaints please call City Hall at (352) 429-3341

CITY OF MASCOTTE CONTACT LIST

City of Mascotte
City Hall
100 E. Myers Blvd.
Mascotte, FL 34753

City Office Hours of Operation
7:00am to 5:30pm Monday – Thursday
Closed Friday, Saturday, Sunday
and Holidays

Police & Fire Emergency - Dial 911 Non-Emergency - (352) 343-2101

Utility Emergencies – (352) 638-0416

City Council

Mayor – Mike Sykes
Council Member – Sally Rayman
Council Member – Pam Terry
Council Member – Brenda Brasher
Council Member – Steven Sheffield

Police Department (352) 429-3393

Police Chief – Eric Pedersen
Police Assistant – Xiomexy Alers
Code Enforcement (352) 557-8881

Public Services Department (352) 429-4429

Public Services Director – Larry Walker

City Hall – (352) 429-3341

Acting City Manager/Finance Director – Dolly Miller
City Clerk – Stephanie Abrams
Accounts Payable – Sasha Grossi
Utility Billing – Morgan Reynolds
Utility Billing – Joanny Nazario

Lake County Fire Department (352) 429-4766

City Council Meetings: 1st and 3rd Tuesday of each month at 6:30 pm or as scheduled. Meetings are held at the Tedder-Thomas Memorial Civic Center located at 121 N. Sunset Avenue.

Forms of Payment: The City accepts cash, checks, money orders and credit cards (Visa, MasterCard, Discover and American Express- There is a 3% fee or a \$2.00 minimum for all cards) To avoid long lines, customers are encouraged to mail their payment or use our payment drop box located at the entrance to City Hall.

(No Cash in Drop Box Please.)

The City now offers online bill pay. Please visit our website at www.cityofmascotte.com and click on the Online Payment link.