CITY OF PLANT CITY CUSTOMER SERVICE
813.659.4222
302 West Reynolds Street

We are here to serve you Monday through Friday 8:00 am – 4:45 pm, except for City observed holidays.

**Application** for new service or resumption of service is accepted between the hours of:
- 8:00 am – 4:00 pm
- Monday - Friday, except for City observed holidays
- New service will be turned on by the end of the next business day

**NO AFTER HOUR WATER TURN ON SERVICE CALLS ASSOCIATED WITH UNPAID BILLS**

For after hour emergency water and sewer service calls, contact Utility Operations at (813) 757-9191. Examples of emergency service calls are:
- Apparent leaks in water or sewer mains and services
- Vehicle accidents involving City water facilities (fire hydrants, water meters, backflow preventers)
- Sewer backups inside which include sewage rising into floor drains, bathtubs/showers (a single sink or toilet clog is generally an internal plumbing issue and does not involve City utilities)
- Significant change in water pressure or quality (taste, odor, color)

**METHODS OF PAYMENT:**

1) On-line at [www.plantcitygov.com](http://www.plantcitygov.com): MasterCard, Visa, Discover or Checking Account (e-check)
   - One – Time Payment
   - Schedule Payment

2) Pay by Phone (Interactive Voice Response): 1-855-748-6018 (Toll Free)

3) New! Bank to Bank payments. Register through your financial institution.

4) Mail: City of Plant City, P O Box C, Plant City, Florida 33564-9003

5) In person: City Hall, 1st floor, 302 West Reynolds Street - cash, check, money order, credit card

6) Drop box: in front of City Hall - 24 Hours a Day, 7 Days a Week. Payment is posted at 8:00 am the following work day, which excludes holidays and weekends
   - City of Plant City (CPC) is not responsible for late or missing payments.
   - CPC cannot acknowledge payment until it is removed from the drop box and applied to the appropriate account. All CPC policies will apply if payment is not received.
   - Please do not put cash payments in the drop box.

Failure to receive a bill does not relieve the customer of responsibility to pay for services received. The customer is responsible for payments that have not been received by the CPC.

**PAYMENT AND DISCONNECT POLICY**

Utility bills are due upon receipt and become past due after the statement due date. If you believe that the amount on your billing statement is incorrect, please contact Customer Service to discuss your account before the due date.

Once service has been found in default, all past due charges together with a Service Default fee must be paid in full by 4:00 p.m. before service is resumed. Please contact customer service representative when making a past due payment through the Interactive Voice Response System (IVR) or Online.