

To Start Utility Services

The following steps will help you set up your utility service:

Complete and sign our New Service Application, for utility service. (This can be found online on our website, it can either be e-mailed to utilityclerk [at] eaglelakefl.gov once it has been completed, or you can bring it into the office)

Supply a legible copy of your drivers license or state issued identification card, for each applicant and co-applicant.

Supply a signed copy of your Special Corporate Warranty Deed (if you have purchased the property), or a signed copy of your rental agreement.

Pay the deposit based on your soft credit check.



Paying Your Utility Bill

You can make your payment in person using cash, check, money order, or credit card at the City of Eagle Lake Administration Building, located at 75 N. Seventh Street. Customers are also able to view and pay their bill online as well. Just visit eaglelake.authoritypay.com to register. Each customer will be asked for their account number and CID. These numbers are located on the customer's bill or can be obtained by contacting City Hall at (863) 293-4141.

A customer drop box is also available for payment by check or money order, located near the front steps of the Administration Building. Payments placed in the customer drop box after 3 p.m. will be credited to your account on the next business day.

Customers are also encouraged to complete a [Direct Debit Authorization Form](#) and turn it into the Utility Department, and we will automatically take your payment out of your checking/savings account ON the due date each month.

Sewer Credits

The City of Eagle Lake allows a sewer credit for the following two reasons: water service leak and pool fills. This service is available to all residents who are connected to City Sewer. Sewer credits are not guaranteed, nor granted due to the following reasons: leaks where water enters the sanitary sewer system (leaking toilets/faucets, etc.), water used for irrigation, negligent, or undetermined use of water. If an adjustment is available, the credit will only apply to a portion of the sewer usage charge. Unfortunately, water usage is not eligible for adjustments, even if the increased usage is a result of the above mentioned items.

Please submit your Sewer Adjustment Request by downloading the "[Sewer Adjustment Request Form](#)" or the "[Pool Fill Credit Request](#)" and e-mailing us at [utilityclerk \[at\] eaglelakefl.gov](mailto:utilityclerk@eaglelakefl.gov) during the time allotted (30 days). You may also call our Utilities Department, and find out other ways you can get the forms. See the below for more information:

- Once the request has been received, the Utility Department will determine whether water usage has returned to the account's normal usage rate. If it has, Staff will calculate an average sewer bill (based on the consumption of the six months previous to the event) Depending on the circumstances, the credit may not be available.
- Receipts and pictures must be provided if a plumber's bill is not available.
- Failure to pay the actual sewer bill in anticipation of the credit could result in termination of water service.

[Water Rates](#)

[Utility Department Forms](#)

Frequently Asked Questions

Related Questions

Are payment arrangements available?

Payment Plans

Payment Plans are available for residents who have a higher bill then expected. This will allow those who need more time to pay a balance the ability to do so over a longer period of time. Payment plans take the current balance of an account and divide it equally between a certain number of months allowing customers to pay a smaller balance up-front and defer the remainder onto the following months.

- Payment Plan terms are between two and six months.
- The first payment is due the same month the payment plan is activated.
- After the initial payment, the balance due on the following bills will include both the payment plan amount and the current months charges for the duration of the agreement.
- If a payment is missed or not made in full, the payment plan will end and the full balance will be due. This will also result in additional fees, and possible interruption of service if not paid by the due date each month.
- No Extensions can be made for the duration of the Payment Plan.

Please visit City Hall at 75 N 7th Street, Eagle Lake Florida 33839, if you need to set up any type of payment arrangement.

How long will it take for my service to be connected after I have paid my utility deposit?

As long as we have all required documentation, and your deposit has been paid prior to 3:00 PM - your service can be connected same business day. Anything not completed by 3:00 PM will be connected during the NEXT business day.

How much will my utility deposit be?

Sec. 16-141 Deposits.

A deposit as herein provided in this section shall be paid at the time of each application for solid waste, sewer, and water service. This sum shall be retained in a special account to insure payment of all charges. When service is permanently discontinued, this deposit, less any accumulated charges, shall be refunded to the rate payer.

Utility Deposits

Inside City Limits

Outside City Limits

Residential Customers

Property Owners: \$200

Property Tenants \$250

*Potential Bad Debt Customers: 2 times the previously listed deposit amount

Commercial Customers - \$250

Industrial Customers - \$300

Residential Customers

Property Owners: \$215

Property Tenants: \$250

*Potential Bad Debt Customers: 2 times the previously listed deposit amount

Commercial - \$275

Industrial - \$340

****Multi-unit customers shall include, but not be limited to, apartment complexes, hotels, motels, congregate or assisted living facilities.***

****Potential bad debt customers shall include those customers who have a bad credit report through verifying mechanisms and services and/or those customers who have a delinquent or bad check history with the city.***

What steps do I need to take to start my utility service?

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- Pay the deposit based on your soft credit check.

[View All FAQ's](#)

Web Links

- [Call Before You Dig!](#)
- <https://www.epa.gov/watersense>

- <https://www.swfwmd.state.fl.us/>

[Samantha Ethridge](#)

Office Specialist

863-293-4141 [Email](#)

[Tiffany Griffith](#)

Utility Clerk

863-293-4141 [Email](#)

[View PDF](#)