



City of Hallandale Beach  
Utility Billing Division  
400 South Federal Highway  
Hallandale Beach, FL 33009  
Customer Service Phone #: (954) 457-1360  
Fax#: (954) 457-1343  
Email: [financeutilities@cohb.org](mailto:financeutilities@cohb.org)  
Website: [www.cohb.org](http://www.cohb.org)

Customer Service Hours: **Monday – Thursday, 7:00am – 5:30pm** (excluding holidays)

## UTILITY SERVICE INFORMATION

### Extended Hours (CLOSED ON FRIDAYS)

Effective October 28, 2019, the Utility Billing Division, Customer Service hours have been extended. The new hours of operation are Monday through Thursday, 7:00 a.m. until 5:30 p.m. **CITY HALL WILL BE CLOSED ON FRIDAYS.**

### Utility Accounts

Important information regarding your utility account:

- Bills are **DUE AND PAYABLE MONTHLY WITHIN TWENTY (20) DAYS OF THE BILLING DATE** (City Ordinance No. 30-3(d.1)). The City is not responsible for lost or undelivered bills. Therefore, if your bill is not received timely, you should contact the Utility Billing Division immediately to avoid penalties and interruption of services. For assistance, contact the Customer Service Representative at (954) 457-1360.
- A late charge of 10% is added to accounts not paid within twenty (20) days of the billing date. This penalty will be applied to the past due bill. Effective October 1, 2019, there is no longer a \$100 maximum for the late penalty.
- Delinquent notices are sent to customers as a final request for payment before service is disconnected. To avoid disconnection, payment must be received prior to the Cutoff Date. The City is not responsible for lost or undelivered notices.
- Water service is subject to termination for any billing which is not paid within thirty (30) days from the original date of billing. Once termination procedures are initiated, the outstanding balance plus an additional \$80 service charge must be paid in order to reinstate service or stop termination procedures.
- A tampering and/or jumper fee will be added to accounts illegally connected to the City's Water System. Fees can range from \$150 to \$500, based on the type and number of occurrences.
- To reconnect service after non-payment, **you must notify a Customer Service Representative.**

### Payment Methods

- **Mailing** your **check/money order**, with the remittance stub provided, to the following address:  
City of Hallandale Beach  
400 S. Federal Highway  
Hallandale Beach, FL 33009
- Paying **in person** at City Hall's cashier's window on Monday through Thursday, between the hours of 7:00 a.m. and 5:30 p.m. We accept Visa, MasterCard, checks, money orders, or cash. Please bring your bill with you.
- Paying **online** with credit card (Visa or Mastercard) through Citizen Self Service (CSS) at [www.cohb.org/css](http://www.cohb.org/css).
- **Bank Draft** – automatic payments (ACH debits). Enrollment form, valid picture identification, and voided check are required to initiate automatic payment.
- **Drop box** for “after hours” payments is located just east of City Hall's main entrance. Only **checks/money orders** are accepted, and payments are posted to your account on the following business day.

**NOTE: All payments are applied to the oldest outstanding balance first.**

## Owner Only

Effective January 1, 2016, City of Hallandale Beach utility accounts shall only be established in the name of the property owner (City Ordinance No. 30-5(a.2)). Consequently, the property owner is responsible for the payment of all charges incurred at the service property.

- All changes to a utility account, including requests for disconnection, must be at the written request of the property owner and accompanied by a valid picture identification. The request may be submitted at the cashier window located at City Hall, faxed to (954) 457-1343, email to [financeutilities@cohb.org](mailto:financeutilities@cohb.org), or mailed into the Utility Billing Division of the City.
- The City will pursue the prior owner of past due balances for sixty days. However, because the current property owner of record is responsible for all outstanding balances of the property, all unpaid balances after sixty days will be transferred to the new owner's account.

## UTILTIY RATES

**Rate Increase: Effective October 1, 2019, the City of Hallandale Beach Water and Sewer rates will increase.**

The City of Hallandale Beach (the "City) conducted a review of the water, wastewater (Sewer), and stormwater rates. The analysis encompassed financial evaluation for the five (5) fiscal year period of October 1, 2017 through September 30, 2022, which resulted in the need for water and wastewater rate adjustments and no need for stormwater rate adjustments.

For a complete listing of rates, fees, and charges, please see the City of Hallandale Beach's Schedule of Fees and Charges – Fee Booklet at <https://fl-hallandalebeach3.civicplus.com/530/Financial-Reports>.

## Deposits

- **Residential** Meter Deposit Requirement - Proof of ownership and valid picture identification required.

Meter Size	Deposit Amount
3/4" to 2"	\$ 200.00 per unit
Over 2"	Estimated 3 months service bills

- **Non-residential** Deposit Requirements: The deposit will be the **GREATER** of either three months estimated average service bills or the following:

Meter Size	Deposit Amount
Up to 3/4"	\$ 150.00
1"	\$ 200.00
1-1/2"	\$ 250.00
2"	\$ 350.00
3"	\$ 550.00
Over 4"	By Agreement

## Water and Sewer Service Rates

Service Type	** Water	Sewer
Monthly Base Charge (per unit)	\$ 20.35	\$ 20.21
Rate per 1,000 Gallons (per unit)		
0 – 2,000	\$ 1.10	\$ 4.13
2,001 – 5,000	\$ 1 .17	\$ 4.27
5,001 – 10,000	\$ 1.53	\$ 4.46
10,001 – 25,000	\$ 2.41	\$ 4.95
25,001 and over	\$ 2.63	\$ 5.21
** Plus 10% Public Service Tax		

**Stormwater Drainage Service Fee**

Service Type	Fee
Residential Dwelling Unit Fee	\$ 7.37/unit/month
Non-residential Stormwater Fee	See Article V. – Stormwater Management Utility

**Garbage, Trash and Recycling (Sanitation) Service**

For additional automated containers or additional automated pickup costs, contact the Sanitation Department at (954) 457-1616.

Service/ Fee Type	Units	Sanitation Rate (per unit, per month)	Non-Curbside Collection (per unit, per month)	Additional Automated Containers (per month)	Monthly Recycling Fee
Residential Collection	Single Family up to four (4) units	\$ 27.87 (for 96-gallon container)	\$ 8.00	<ul style="list-style-type: none"> <li>• Free – first additional 64-gallon container (upon request)</li> <li>• \$ 4.25/container for once a week pick up for 96-gallon container</li> <li>• \$ 9.11/container for twice a week pick up for 96-gallon container</li> </ul>	\$ 2.00/unit
Multifamily Collection	Five (5) or more units	Multi-family rates apply. See current fee booklet.	n/a	n/a	\$ 22.75 - \$ 260.00 (per service requirements)
Commercial Sanitation	n/a	Commercial rates apply. See current fee booklet.	n/a	n/a	\$ 22.75 - \$ 260.00 (per service requirements)

**Other Utility Fees & Charges**

Late Charge ( <b>no maximum</b> )	10% of bill
Disconnect Charge	\$ 40.00
Reconnect Charge	\$ 40.00
Disconnect Charge (temporary at customers request)	\$ 20.00
Reconnect Charge (temporary at customers request)	\$ 20.00
Tampering Charge (per occurrence):	
Metered Water (First occurrence)	\$ 150.00
Metered Water (Two or more occurrences)	\$ 300.00
Unmetered Water	\$ 500.00
Dishonored Check/Credit Card Chargeback:	
Value of \$50 or less	\$ 25.00
Value greater than \$50 up to \$300	\$ 30.00
Value greater than \$300 up to \$800	\$ 40.00
Value greater than \$800	5% of value

**NOTE: Bills associated with dishonored checks or credit card chargebacks are subject to the late charges, effective October 1, 2019. In addition, late charges will no longer be capped at \$100 per month.**