

Exciting changes to your Seminole Improvement District Utility Account.

Please visit our new online Customer Portal website at: SID.myUtilityDirect.com

Contact us with any questions

- ❖ by phone: 1-877-794-7721
- ❖ by email: SID@myUtilityDirect.com
- ❖ our website: SID.myUtilityDirect.com

- ❖ **Live agents available between 9:00 am to 5:00 pm Monday through Friday** – Agents can assist customers with opening or closing accounts, accepting payments, answer questions related to their Seminole Improvement District (SID) water, sewer and reuse (irrigation) accounts. Agents can also assist customers with setting up online account access, register for eStatement notifications and AutoPay.
- ❖ **24/7 automated telephone service** – automated information regarding your existing account. Provides account balance, previous payments made, ability to pay anytime with credit/debit card or electronic check. **** **COMING SOON** ****

Payment Options

- Visa or MasterCard credit/debit card
- Discover Card
- Electronic Check (ACH)
- Check – when submitted via mail
- Money Order – when submitted via mail

- **No cash payment will be accepted**

How to Pay Your Bill

- ❖ Pay by mail: use the remittance coupon found on the bottom of your statement and enclose your check or money order (no cash accepted) in the enclosed return envelope. The return address is pre-printed. Make sure to include your account number on your payment type.
- ❖ Pay over the phone: contact our customer service center at 877-794-7721 to pay with a credit/debit card or electronic check.

Seminole Improvement District (Westlake, Florida)

- ❖ **Pay online:** visit your account online at SID.myUtilityDirect.com to make a payment with a credit/debit card or electronic check.
- ❖ **AutoPay:** set up your account to have payments automatically deducted through your bank or credit card each billing period by visiting SID.myUtilityDirect.com.
- ❖ **Online Bill Pay:** have your bank, credit union or other financial institution send us a payment electronically when you schedule payment. You will need to set up Seminole Improvement District as a new payee, ensure that you include your 14-digit account number and make sure that the remittance address is:
Seminole Improvement District
PO Box 936826
Atlanta, GA 31193-6826

Starting, Stopping or Transferring Service

- ❖ **For Developers:** To begin service please complete Developers Application and submit directly to the Seminole Improvement District Water office located at 4001 Seminole Pratt Whitney Rd, Westlake FL 33470. This office is open from 9:00 am to 4:00 pm Monday – Friday.

All account activation fees now include a \$25 account set up fee that is due at the same time as all other upfront fees and deposits.

To stop service, all homebuyers should be provided information regarding creating SID utility accounts for water, sewer and reuse (if applicable) when closing on their new home.

- ❖ **For Commercial Accounts:** To begin service, please complete the Commercial – Non Residential Application and submit electronically to SID@myUtilityDirect.com. Once your application has been received, it will be processed to determine your deposit amount due along with your other start up fees. You will receive notification from SID with the amount due and information on how you can pay.

To end service, please contact our customer service center at 1-877-794-7721 and speak with an agent. You will need to provide a future service end date since we cannot accept dates that have already passed. You will also need to provide us with a forwarding address for us to send your final bill.

Note: All service address locations will revert into the previous owner's name for billing if a new customer has not opened an account at the closed address.

- ❖ **For Residential Accounts:** To begin service, please complete the Residential application and submit electronically to SID@myUtilityDirect.com along with proof of ownership or signed lease documentation. If you send these separately from your application please ensure the name on

Seminole Improvement District (Westlake, Florida)

your documentation matches your application exactly. Failure to complete application and documentation will delay the opening of the account.

The account requires both a refundable deposit amount and a non-refundable set-up fee. Your refundable deposit amount will be refunded as a statement credit after twelve (12) months of positive payment history with no late payments. Deposit amounts can be found in our rate tariff.

Once you have submitted your application and documentation you will be contacted by our customer service department via email or phone with instructions on how to pay your account activation fees. All fees must be paid within one (1) business day. Any accounts that have not paid their deposit and start-up costs will have the meter turned off and locked. A reconnection fee of \$25.00 will be charged to reactive service.

If you have any questions please feel free to contact our customer service center at 1-877-794-7721 Monday – Friday from 9:00 am to 5:00 pm or by email at SID@myUtilityDirect.com.

Deposit and Other Application Fees

- ❖ **When setting up an account, all applicants must submit a customer application, proof of ownership (or lease documentation), and pay all application fees.**

There is a refundable deposit and non-refundable application fees that are based on customer type and the size of your meter(s).

Refundable deposits are returned as a credit on your statement after twelve (12) months of positive payment history with no late payments.

- ❖ **If you are purchasing your home from a Developer, you will need to open a Seminole Improvement District utility account effective with the date you close on your home. Failure to do so will result in a service disconnection.**

Billing

- ❖ **Required Services:** All customers are required to have both Water/Sewer and Reuse Services put into their name, unless there is no Reuse meter installed at your service address.
- ❖ **Bills** are generated on a monthly basis and all usage is billed in thousands (1000s) of gallons. For example: On your statement, you would be billed a quantity of “3” if you had used 3,000 – 3,999 gallons in one period.
- ❖ All fees are detailed in our Rate Tariff, which is available [here](#). Please note that there are base meter service charges that apply regardless of usage each month. Please note that there is also tax added to your water service charges.

Late Fees

- ❖ All charges are due within fifteen (15) days from the statement date.
- ❖ Payments not received on or before the due date are subject to a \$25.00 late fee.

Service Disconnection

- ❖ If your payment is not received within fifteen (15) days after the due date then a Disconnection Notice will be sent to you. If you subscribe to our eStatement notifications then this will be sent via email.
- ❖ This notice will provide the total outstanding amount due and the date in which it must be received by in order to prevent a service disconnection from occurring.
- ❖ If payment is not received by the Disconnection date on the notice then your service may be disconnected without any further notification.
- ❖ In order to restore service after a disconnection you must pay all outstanding balances due plus a \$25.00 reconnection fee. You must speak to one of our customer service representatives at 877-794-7721 in order to pay and restore service.
- ❖ **Service Reconnections are only available Monday – Friday from 9:00 am – 2:30 pm. Any requests received after 2:30 pm will be completed the following business day.**