



Welcome to the City of Mascotte Residential Customers

Utility Deposit: To begin service, a **\$150 deposit and \$35 turn-on fee are required for each meter.**

To end service, submit termination forms to City Hall or email them to customer.service@cityofmascotte.com, and provide a forwarding address along with a copy of your photo ID. Your deposit is applied to the final bill, and any remaining balance is refunded the month after disconnection. If the bill exceeds the deposit, the remaining amount is due.

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 to protect the tenants. **A fee of \$25.00 will also be charged if the rental inspection does not pass.**

Water Rates: All residential water accounts within city limits include a **\$28 monthly availability charge**, which is charged whether any water is used or not. Minimum bills are **\$35 for water-only service or \$84.33 for properties connected to City sewer.**

Irrigation Water Rates: An **availability charge of \$28.00** is billed to all residential irrigation utility accounts within the City. This fee is the City providing irrigation water service to a property whether any irrigation water is used or not.

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

The City uses a tiered water rate calculation as indicated below:

<u>Gallons</u>	<u>Water Rate</u>
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 5 + Step 6 + Step 7 + Step 8 + \$9.00/thousand gallons

Billing Cycle

Billing covers about 30 days and typically begins on the 1st of the month. Bills are mailed between the 13th and 20th of each month. **PAYMENT IS DUE ON THE 1ST OF EACH MONTH. ON THE 11TH AT 7:00 AM A 10% LATE FEE IS APPLIED.**

Service Disconnection

Accounts with unpaid balances over \$9.99 as of 7:00 a.m. on the disconnection date are placed on the shutoff list and water SERVICE WILL BE DISCONNECTED. To restore service, the entire balance and the \$35 SERVICE CHARGE along with all other fees and service charges that have been adopted by City Council must be paid in full. Once staff have processed all names on the shutoff list, they will start to go back through the city and turn on water for those who have paid their bill in full. AFTER-HOUR RECONNECTIONS REQUIRE AN ADDITIONAL \$130 FEE.

Returned Checks

If a check is returned, service is disconnected immediately. A \$35 cutoff fee and \$25 NSF fee apply. **There are no exceptions to this policy!**

Utility Billing Schedule for 2026

MONTH	DUE DATE	LATE AFTER THE 10 TH , 10% PENALTY APPLIED	DISCONNECTION DATE
January 2026	January 1, 2026	January 12, 2026	January 13, 2026
February 2026	February 1, 2026	February 11, 2026	February 18, 2026
March 2026	March 1, 2026	March 11, 2026	March 17, 2026
April 2026	April 1, 2026	April 13, 2026	April 14, 2026
May 2026	May 1, 2026	May 11, 2026	May 12, 2026
June 2026	June 1, 2026	June 11, 2026	June 16, 2026
July 2026	July 1, 2026	July 13, 2026	July 14, 2026
August 2026	August 1, 2026	August 11, 2026	August 11, 2026
September 2026	September 1, 2026	September 14, 2026	September 15, 2026
October 2026	October 1, 2026	October 12, 2026	October 13, 2026
November 2026	November 1, 2026	November 12, 2026	November 17, 2026
December 2026	December 1, 2026	December 14, 2026	December 15, 2026



CITY OF MASCOTTE - UTILITIES SERVICES

The City of Mascotte is pleased to offer our customers a convenient and quick way to pay for and access your utility accounts online. You will need your "Web ID", which can be located on the right side of your bill.

Your Web ID #: _____

_____ (Irrigation)

- Pay your utility bill online at the City website www.cityofmascotte.com



- Click on Utility Payments, **UTILITY PAYMENTS** which will take you to a log-in screen.
- You have the option to create an account or to make a one-time utility payment.

The screenshot displays the City of Mascotte portal interface. On the left, the City of Mascotte logo is positioned above the text 'City of MASCOTTE'. Below this, a welcome message reads: 'Welcome to the City of Mascotte Portal. All payments will be credited to the next business day. Balances not paid on or before the due date will be subject to a 10% penalty.' Two buttons are visible: 'Create An Account' and 'One-Time Payment'. On the right, the login section features the City of Mascotte logo and the text 'City of MASCOTTE'. It includes input fields for 'Email' (with placeholder 'Email Address') and 'Password' (with placeholder 'Password 6-30 characters'). A 'Remember me' checkbox is present below the password field. A dark blue 'Sign In' button is located at the bottom of the login form. Below the button, there are two links: 'Don't have an account? Create An Account' and 'Forgot Password?'.

- Enter your Wed ID, located on the right-hand side of your utility bill, and the first three alpha or numeric of the name on your utility bill.

You will be able to pay your utility bill, and-or set up a username and password to view current and past billing statements, set up Auto pay/reoccurring payments, and see your past payment history. You can add additional Wed ID's for paying more than one utility account if you choose.

There is a fee of 3% or \$2.00 minimum for a payment with a debit or credit card. We accept Visa, Mastercard, American Express, or Discover card.

Please allow **48 hours** for your payment to be posted to your utility account.

If you have any questions or need further assistance, please contact

City hall at (352) 557-8888.



Bank Draft Information Form

Attention: Bank Drafts are deducted from your Bank Account on the 2nd of each month.

Utility Customer Name: _____

Utility Customer Physical Address: _____

Utility Web ID Number: _____

Customer Contact Phone #: _____

Name of Bank: _____

Bank Rounting #: _____

Checking Account #: _____

Customer Signature: _____

Date: _____

All Returned ACH Checks Will Have an NSF Fee of \$25.00 and Will Be Disconnected Immediately Along With a \$35.00 Disconnection Fee.

After (3) NSF's your ACH Draft will be discontinued & an ADDITIONAL \$100 deposit will be required.

*******MUST ATTACH A VOID CHECK WITH THIS FORM*******

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 & Holidays
City Hall (352) 557-8888

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

Utility Emergencies (After Hours ONLY) – (352) 638-0416

City Council

Mayor – Steven Sheffield
Council Member – Jessica Bruno
Council Member – Robin Hughes
Council Member – Randy Brasher
Council Member – Meghan Desoto

City Hall – (352) 557-8888

City Manager – Annamarie Reno
City Manager Admin. Assistant – Hollie Timmons
Finance Director/Deputy City Manager – Dolly Miller
City Clerk – Stephanie Abrams
Accounts Payable/Assistant City Clerk – Sasha Grossi
Utility Accountant – Joanny Nazario
Utility Billing Specialist – Morgan Reynolds
Utility Billing Tech./Customer Service – Maribel Salazar
Utility Billing Tech./Customer Service – Nataly Martinez

Police Department (352) 429-3393

Police Chief – Eric Pedersen
Police Admin. Asst. – Melissa Florence
Code Enforcement-Sean Gleason (352) 805-0058

Public Services Department (352) 429-4429

Public Services Director – Larry Walker
Public Services Admin. Asst. – Cindy Ward

Lake County Fire Department (352) 429-4766

Planning & Zoning Department (352) 557-8848

Planning Technician-Renee Cole

Building Department (352) 557-8816

Building Permit Technician-Julian Trevino

Parks & Recreation (352) 557-8847

Parks & Rec Coordinator-Fred Wellington

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.

CITY OF MASCOTTE SOCIAL SECURITY POLICY STATEMENT

The City of Mascotte recognizes that an individual's social security number is a unique form of identification that can be utilized to obtain sensitive information regarding that particular individual. However, the City of Mascotte must collect social security numbers under certain circumstances in order for the City to be able to properly perform its duties and functions as a municipal corporation in order to ensure that such duties and functions are performed accurately and efficiently. Due to the sensitive nature of an individual's social security number the City of Mascotte provides the following statement regarding the City's collection of social security numbers:

THE CITY OF MASCOTTE COLLECTS YOUR SOCIAL SECURITY NUMBER ONLY FOR THE FOLLOWING PURPOSES:

- IDENTIFICATION AND VERIFICATION.
- CREDIT WORTHINESS.
- BILLING AND PAYMENTS.
- DATA COLLECTION, RECONCILIATION, AND TRACKING.
- BENEFIT PROCESSING.
- TAX REPORTING.
- NEW UTILITY ACCOUNT APPLICATIONS.
- BANK DRAFT AUTHORIZATIONS.
- VENDOR REGISTRATION APPLICATIONS.
- VOLUNTEER CONTRACTS FOR BACKGROUND CHECKS.
- EMERGENCY TRANSPORT FOR BILLING AND INSURANCE; AND
- POLICE STATEMENTS AND ARRESTS FOR VERIFICATION OF IDENTITY

Each individual who provides a social security number to the City of Mascotte shall be provided with a copy of this statement. Additional copies of this social security policy statement may be obtained by contacting City Hall, located at 100 East Myers Blvd. Mascotte, Florida 34753.

*This social security policy statement has been prepared by the City of Mascotte in compliance with §119.071(5), Florida Statutes (2007).

Garbage & Recycling Carts

The garbage and recycling carts are designed to be easily collected by automated collection vehicles. These vehicles use mechanical arms, operated by the driver in the cab of the truck, that grab, lift, and empty the cart and return it to the ground.

To help the collection stay on schedule, follow these simple steps:

1. Place items at the curbside by 6 a.m. the day of the scheduled collection service.
2. Place the wheels of the carts toward the house, and the arrow on the cart pointed toward the street.
3. Place the carts five (5) feet from one another and objects like mailboxes and parked vehicles.
4. Contact Waste Pro if additional or replacement carts are needed.

What can be recycled with WASTE PRO?

Paper Products	Plastic Containers	Metal Containers	Glass Containers
 All paper/fiber products (junk mail, newspaper & cardboard)	 All household plastic containers (Don't forget to rinse out before placing them in your cart)	 Aluminum, tin and Steel cans (Don't forget to rinse out before placing in your cart- with or without lids)	 All clear and colored glass (Don't forget to rinse out before placing it in your cart)

ITEMS NOT RECYCLABLE: Styrofoam, batteries, light bulbs, plastic bags & items contaminated with food.

Disposal of Yard Waste

- Yard waste is collected at the curb on Wednesday.
- Loose yard waste, grass clippings, branches, leaves, small twigs shall be placed in a resident owned garbage receptacle up to 65 gallons. Material must *not exceed 50 lbs.* Twigs and branches less than four (4) feet and six (6) inches in diameter must be tied and bundled. Waste Pro will collect up to two (2) cubic yards of bundled and tied branches. ***DO NOT PLACE YARD WASTE IN WASTE PRO'S TRASH OR RECYCLE BINS.**
- Items *not* considered yard waste include wood fencing, landscape timbers, flowerpots, yard decoration, and dirt.
- Bulk Yard Waste: Large cuttings of vegetative and wood matter, part of regular yard maintenance, due to materials exceeding weight and size restrictions of regular yard waste. Any yard waste exceeding two (2) cubic yards and 4' in length and 6" in diameter will be considered bulk yard waste.
- Any pile considered bulk yard waste will be tagged with a "Non-Collection Notification", to alert residents of volume limitations. Bulk yard waste will be assessed a special handling charge. *Call Waste Pro at 407-774-0800 to request a quote and collection schedule.*

Trash & Recycling Schedule

- 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 with recycling on Wednesday.



- Recycle containers are picked up once a week on Wednesday.
- If you need a trash can or a recycling container, call 407-774-0800.
- For commercial dumpster, complaints, and general questions on Waste Pro, services please call 407-774-0800 or visit their website @

www.wasteprousa.com/mascotte

HAZARDOUS WASTE:

Visit Lake County's Solid Waste Department website for details:

Lakecountyfl.gov/trash-recycling/hazardous-waste

Bulk Waste & White Goods

Bulk items up to three (3) cubic yards, will be collected on the second day of the weekly trash service. Anything beyond 3 cubic yards, please call Waste Pro at 407-774-0800 to schedule a pickup.

For removal of white goods such as large appliances, washers, dryers, freezers, refrigerators, and water heaters, please contact

Waste Pro at 407-774-0800

Curbside Collection Services

All residents need to use the 96-gallon carts. During the initial rollout Waste Pro has purchased GFL carts and will be replaced as needed with Waste Pro carts.

New customers will be the first to receive Waste Pro carts, followed by those who called in for repair, and then as needed.

If you do not have a cart, please call: 407-774-0800

Curbside Collection Service Provider

Effective 10/1/2025, the City of Mascotte has contracted with **Waste Pro** to provide waste service in your area. For more information about Waste Pro, visit

www.wasteprousa.com/mascotte

or call

407-774-0800

SCAN FOR MORE INFORMATION



Holiday Schedule

If a household's collection day falls on a holiday, collection will occur on the next scheduled collection day. For example, a household receiving Monday/Thursday garbage collection and Monday is a holiday, garbage collection will occur Thursday of that same week. If a holiday falls on the same day of recycling collection, then recycling will not occur for that week. For example, a household receiving recycling collection on Wednesday, and Wednesday is a holiday, recycling will be collected the following Wednesday. There will be no collection services on the following holidays:

- **New Year's Day** **Labor Day**
- **Memorial Day** **Thanksgiving Day**
- **Independence Day** **Christmas Day**

If a household's trash collection day falls on a holiday, residents may dispose of excess trash in plastic bags outside of their trash cart on their next scheduled collection day. For example, a household receiving Monday/Thursday garbage collection and Monday is a holiday, a resident may dispose of excess trash in plastic bags outside of their carts on Thursday.

Guide to Mascotte's Curbside Collection Services



DO NOT PLACE THESE ITEMS IN THE CART

Household chemicals, light bulbs, batteries, fertilizer, pool chemicals, motor oil, paint, and electronics.



Waste Pro Proudly Serving the City of Mascotte
100 East Myers Blvd.
Mascotte, Florida 34753

What does the Water Availability Fee Pay For?



The water availability fee pays the basic cost to bring water services to each home or business in the City.

It takes a water treatment plant, lines, pumps, and other infrastructure, as well as treatment and maintenance staff, just to make water available to each property every day.

Watering Restrictions

Time of Year	Homes with Odd or no addresses	Homes with even addresses	Nonresidential Properties
Daylight Savings Time	Wednesday and Saturday	Thursday and Sunday	Tuesday and Friday
Eastern Standard Time	Saturday	Sunday	Tuesday

- Daylight saving time: Second Sunday in March until the first Sunday in November.
- Eastern Standard Time: First Sunday in November until the second Sunday in March.
- An odd numbered address is one that ends in 1, 3, 5, 7, or 9.
- An even numbered address is one that ends in 2, 4, 6, or 8.
- Water only when needed and not between 10 a.m. and 4 p.m.
- Water for no more than one hour per zone.
- Restrictions apply to private wells and pumps, ground or surface water and water from public and private utilities.
- Some exceptions apply.

City of Mascotte
100 East Myers Boulevard
Mascotte, FL 34753

Phone: 352.557.8888
Fax: 352.429.3345
Web: cityofmascotte.com

The Cost of Water Service





St. Johns River Water Management District has informed several counties (Lake County being the highest) that the water consumption is too high and must be lowered. Because of this, there is now a mandatory water restriction in place.

The restrictions apply to all ground and surface water regardless if it comes from a private surface water withdrawal, a private well or a privately owned or public utility, with the exception of reclaimed water.

Landscape irrigation is allowed two days a week, as needed and will follow the schedule below:

Watering is only to be done before

10:00 a.m. and after 4:00 p.m.

Odd numbered addresses on
Wednesday and Saturday

Even numbered addresses on
Thursday and Sunday

Irrigation of new landscape: is allowed at any time of day on any day for the initial 30 days and every other day for the next 30 days for a total of one 60-day period, provided that the irrigation is limited to the minimum amount necessary for such landscape establishment.

PLEASE BE AWARE THAT NOT COMPLYING WITH THIS WATER RESTRICTION MAY RESULT IN FINES FROM ST. JOHNS WATER MANAGEMENT DISTRICT.



City of Mascotte

Public Services Department

161 Knight Street
Mascotte, FL 34753
Phone (352) 557-8888
Fax (352) 429-8758
www.cityofmascotte.com

Citizen' Guide to Water Management Programs



Public Services Department

161 Knight Street
Mascotte, FL 34753
352-557-8888 Phone
352-429-8758 Fax

The Water Conservation Rule Water before 10:00 a.m. or after 4:00 p.m.

Saving Florida's water resources is a vital responsibility that will take everyone's participation to be successful. Water conservation may seem unnecessary in a state surrounded by water on three sides and filled with thousands of water bodies. But not all of that water is available for drinking or irrigation.

What is the Water Conservation Rule?

Adopted by the St. Johns River Water Management District in 1991, the Water Conservation Rule allows outdoor irrigation before 10:00 a.m. and after 4:00 p.m. daily. The rule is in effect year-round.

Why do we have this rule?

Irrigating during the hours when it will do your lawn and landscapes the most good – before 10:00 a.m. or after 4:00 p.m. – can save you money on your water bill, or on your electric bill if you have a private well/pump.

When you water your lawn and landscapes before 10:00 a.m. or after 4:00 p.m., the water can seep into the ground where thirsty grass and plant roots can drink up the water, promoting healthy plants that establish deep root systems. Water sprinkled on lawns during the hottest part of the day - between

10:00 a.m. and 4:00 p.m. – is wasted. During the heat of the day, 65 percent of that water evaporates. Water droplets on plants can act like a magnifying glass, causing the sun to burn the leaves.

Though Florida usually receives about 50 inches of rain each year, only a small amount seeps into the ground to replenish underground aquifers.

Aquifers are where 90 percent of us in north and east - central Florida – the region of the St. Johns District – get our drinking water.

Who does the rule apply to?

The rule applies to everyone, regardless of whether the water comes from a private well, or a private or public utility. The rule applies to homeowners, growers, businesses, plant nurseries, industries, and golf courses – anyone who uses water outdoors.

The rule applies to everyone in the District's 19-county area, which includes all or parts of the following counties: Alachua, Baker, Bradford, Brevard, Clay, Duval, Flagler, Indian River, Lake Marion, Nassau, Okeechobee, Orange, Osceola, Polk, Putnam, Seminole, St. Johns, and Volusia.

Are there exceptions to the rule?

Yes. Some of the exceptions include the following:

Use of a soaker hose, a hand-held hose with automatic shut-off or other low-volume methods.

Use of reclaimed water (provided a sign stating such use is posted).

Discharge from a water-to-air heat pump.

Watering-in of insecticides, pesticides, herbicides, fungicides, and fertilizers within 24 hours of application.

One-time, 30-day exemption for newly seeded or sprigged golf courses, provided irrigation is limited to the amount necessary for plant establishment.

For more information

To learn more about the Water Conservation Rule, or for tips on conserving water inside and outside, call the District's Office of Communications at (800) 725-5922.

You may also want to visit the District's site on the internet at <http://sjr.statefl.us>.



INFORMATION FOR HOMEOWNERS & RESIDENTS FACTS ABOUT SEWER BACKUP INCIDENT

Sewer backups are an unfortunate but common problem in U.S. cities and towns. Although municipal departments make every effort to prevent such incidents, they still may occur. The following information is offered to help property owners and residents understand why backups happen, how they can be prevented, and what steps citizens should take if a sewer backup affects their property. The following questions and answers may be helpful:

What causes a sewer backup?

Sanitary sewer overflows can be caused by several factors. They usually involve sewer pipe blockages in either main sewer lines or service laterals (lines between buildings and the main line). Causes may include pipe breaks or cracks due to tree roots, system deterioration, insufficient system capacity due to residential or commercial growth, or construction mishaps. In home and office plumbing systems, the main cause is accumulation of grease, tree roots, hair, or solid materials, such as disposable diapers or sanitary napkins that are too large for wastewater pipes to handle. Such materials may cause major backups in City lines as well as in residents' lateral lines. A frequent cause of water stoppages within the City's system, however, is vandalism. Leaves, sticks, rocks, bricks, and trash have been found stuffed down manholes. We hope you will report observations of any such activity.

How could a sewer backup affect me?

If the backup occurs in a City maintained line, the wastewater will normally overflow out of the lowest possible opening, which is usually a manhole. However, in some homes—especially those with basements, or where the lowest level is even with the sewer lines—the overflowing wastewater may exit through the home's lower drains and toilets.

What should I do if sewage backs up into my home?

First, act to protect people and valuable property:

- Keeping in mind that ceramic plumbing fixtures such as toilets are fragile, quickly close all drain openings with stoppers or plugs. Tub, sink, and floor drains may need additional weight to keep them sealed. A string mop can be used to help plug toilet openings.
- Don't run any water down your drains until the blockage has been cleared.
- A quick check with nearby neighbors will help determine if the backup appears to be in your neighbor's wastewater line, and/or widespread in your neighborhood. In this case, call the Department of Public Works immediately. Numbers are listed at the end of this flyer.
- Call a plumber if the problem is in your lateral service line.

If I call the city, what will they do about a sewer backup onto my property?

- You will be asked questions about the backup timing, location, the property at risk, etc.
 - City personnel will check for blockages in the main line. If found, the blockage will be immediately cleared.
 - If the main line is not blocked, you will be advised to call a plumbing or sewer contractor to check your lateral line. Maintenance and repair of the lateral line is the owner's responsibility. (See diagram below.)
 - To minimize damage and negative health effects, you should arrange for cleanup of the property as soon as possible. There are qualified businesses that specialize in this type of cleanup.
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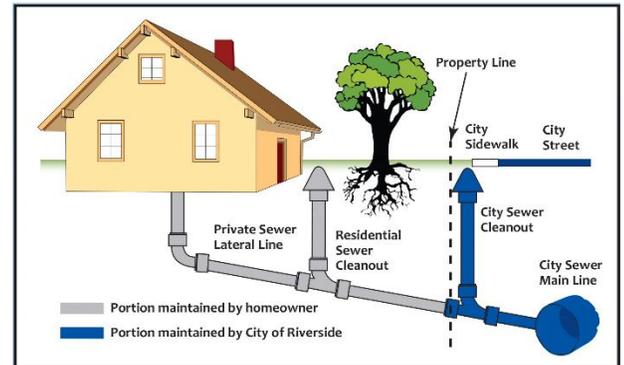


INFORMATION FOR HOMEOWNERS & RESIDENTS FACTS ABOUT SEWER BACKUP INCIDENT

- If the sewer backup onto your property resulted from blockage in the main sewer line, city personnel will explain what the city can immediately do to help take care of the problem.

Is there anything I can do to prevent sewage backup into my home?

- Avoid putting grease down your garbage disposal or household drain. It can solidify, collect debris, and accumulate in City lines, or build up in your own system.
- Never flush disposable diapers, sanitary napkins, or paper towels down the toilet. They could stop up your drains and may damage your plumbing system.
- If the lateral line in your older home has a jointed pipe system, consider whether the roots of large shrubs or trees near the line could invade and break pipes. It is a good idea to know the location of your lateral line(s). Property maps can often be acquired from your city planning department.
- If the lowest level of your home is below ground level, such as a basement floor drain, it may one day be affected by a backup. One way to prevent sewage backup through such below ground areas is to install a “backflow prevention valve” on the lowest drain(s). You can also use a plumber’s test plug to close these drains when not in use.
- For further information about preventive measures, contact a plumber or plumbing supply dealer.



What does the municipality do to prevent this problem?

- Every attempt is made to prevent backups in the public wastewater system before they occur. Sewer lines are specially designed to prevent accumulation and stoppages.
- In addition, we have maintenance crews that are devoted to inspecting and cleaning wastewater lines throughout the City on a regular schedule.
- Degreasing chemicals are also injected into lines in areas that are prone to stoppages, such as those near restaurants, apartments, or high-density housing developments.
- Even with our maintenance schedule, however, backups are often beyond the City’s control. Most that do occur are confined to the sewage pipeline, rather than backing up into a home

Will insurance cover any damage to my home or property?

- In most cases, a special rider will need to be added to your homeowner’s or renter’s insurance policy to cover damages related to sewage backups or water damage. This optional coverage is usually not very expensive, but you must usually request that it be added to your policy. Check with your insurance agent about this policy provision.
- As with most municipalities in the country, the City cannot assume financial responsibility for damages resulting from sewage backups, since most stoppages are related to conditions that are beyond the City’s control. That is why it is important that property owners confirm that they are adequately insured—particularly if areas of their home lie below ground level. Call your insurance agent today to have this coverage added to your policy.

How and where should I report a sewer backup?

- Emergency crews are on call 24 hours a day to assist you. In case of an emergency such as a sewer line backup, or if you observe any vandalism associated with the wastewater or sewer lines, contact the City’s Public Works Department at (352) 429-4429.

Frequently Asked Questions about Utility Services

1. What services are provided by the City of Mascotte?

Water, Storm Water Management, Sewer (available in select areas), Garbage and Recycling Removal

2. How can I set up services for my home?

To initiate new utility services, please submit the following documents to City Hall or email them to customer.service@cityofmascotte.com after signing your closing documentation or lease agreement:

- A photocopy of a driver's license or valid photo ID for all individuals to be listed on the account.
- A copy of one of the following: Special Warranty Deed, Closing Disclosure Statement, Final Settlement Statement, or a rental/lease agreement for the service location.
- A completed [Utility Service Form](#) (available on our website or at our office).
- Payment will include a refundable deposit of \$150 per meter and a \$35 connection fee per meter. Payment can be made via cash, check, money order, or debit/credit card (a convenience fee of 3% or \$2.00 minimum applies).
- **For Renters:** A \$50.00 Change of Occupancy Inspection is required. Once the inspection is approved, water service can be established. Please complete the Request for [Residential Change of Occupancy Form](#).

3. How can I disconnect services?

Please provide City Hall with a copy of a valid photo ID of the account holder and a completed Request disconnection of water service (PDF), which is available at our office or online. You may submit these documents via fax, in person, or by emailing customer.service@cityofmascotte.com.

4. When are payments due for service?

Utility services are billed monthly. Payments are due on the **1st of each month** and are considered late after the 10th. A 10% penalty will be applied starting on the 11th. If the balance remains unpaid, the account may be subject to disconnection at any time thereafter. Please note that all fees and service charges are established by the City Council.

5. What are my payment options?

The city accepts the following payment methods: cash, checks, money orders and debit/credit cards (Visa, MasterCard, Discover Card, and American Express. There is a **3% or \$2.00 minimum convenience fee for all cards**. For your convenience, City Hall has a payment drop box located at the front of the office for after-hours use (**please do not place cash in the drop box**).

6. **Can I use one check to pay multiple accounts?**

Multiple accounts can be written on one check. Please write each account number(s) on the check.

7. **My water was turned off for non-payment. How do I get my water reconnected?**

The utility billing period covers an approximate 30-day period. Bills are mailed between the 13th-20th of each month, depicting the prior month's usage. Bills are due on the 1st of each month, are considered late after the 10th, and are subject to disconnection anytime thereafter. For any balance that is unpaid as of the 11th of the month, a 10% late fee will be assessed. If the balance due is not paid in full by the date of disconnection, and the account is placed on the disconnection list, a \$35.00 disconnection charge will be assessed, and the water service will be disconnected. Payment prior to physical disconnection will **not** waive the \$35.00 disconnection fee. An additional \$130.00 service charge will be assessed for a water reconnection that is provided between the hours of 5:30pm and 9:00pm on normal business days and on all days the City is not open for business (weekends and holidays). For water service to be reconnected after normal business hours, the resident is required to pay all outstanding account balances, plus the applicable service charge to the service worker at the time of service. Only cash, checks, or money orders will be accepted for payment at that time.

8. **When are garbage and recycling collected?**

Garbage is collected in an approved container twice a week. If you are located north of Hwy 50, east of Elizabeth Ave, your trash will be picked up 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. Recycling is collected every Wednesday. Bulk trash is picked up upon request. **Contact WASTE PRO at 407-774-0800.**

9. **How do I know if I have a leak?**

A: First, make sure no water is running in or around the property. Do not shut off the valves on any pipes. Next, look at the water meter. If there is a leak, you will see a leak indicator that looks like a faucet. If the leak indicator is flashing, an intermittent leak is indicated. If the leak indicator is continuously on, a continuous leak is indicated. If you are still unsure, please contact City Hall for assistance.

10. **If I have a water leak, who is responsible for the related consumption charge?**

A: Once water flows through the meter, the consumption charge is the responsibility of the customer. The City will verify that the metering equipment is accurately recording usage; however, the City is not responsible for what happens to the water after it goes through the meter. Excessive consumption due to leaks or other accidental or intentional usage will be billed. Please know the City of Mascotte does **not** do adjustments for leaks.

If you have any other questions or need further assistance, please contact Customer Service at the Mascotte City Hall at 352-557-8888.

City of Mascotte

SIGN UP NOW TO RECEIVE IMPORTANT EMERGENCY NOTIFICATIONS

Be informed, make a plan, build a kit, and get involved – anytime, anywhere.

Why should I be ready?

Emergencies happen all the time and knowing what to do before, during and after an emergency improves your odds of a positive outcome. Our emergency notifications sent updated alerts directly to you keeping you informed on rapidly changing situations.



How do I sign up?

It's easy! Simply go to public.alertsense.com and enter your contact information. Then we will send updated alerts through email, voice, or text. Modifications to the alerts can be made at any time after sign up.

Warnings and Information On:

- . Emergency Alerts
- . Community Notifications
- . Extreme Heat
- . Floods
- . Hazardous Materials
- . Hurricanes
- . Landslides
- . Pandemic
- . Thunderstorms & Lighting
- . Tornadoes
- . Tsunamis
- . Wildfires
- . Winter Storms

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City of Mascotte
100 E. Myers Blvd.
Mascotte, FL 34753
Phone (352) -557-8888

You *Can* Make a Difference!

**Prevent pollutants from entering our waterways
by following the guidelines listed below:**

- ◆ Recycle or properly dispose of household products that contain chemicals, such as insecticides, pesticides, paint, solvents, used motor oil and other auto fluids. Don't pour them onto the ground or into storm drains.
- ◆ Keep trash securely in its place.
- ◆ Clean up after your pets. This reduces bacteria contamination in waterways.
- ◆ Be a responsible boater. Keep your prop clear of vegetation and maintain engine in proper working order to avoid oil and gas leakage into the water.
- ◆ Keep septic tanks & drain fields away from the lake. Have your tank pumped every 3—5 years.
- ◆ Properly maintain vehicles to avoid pollutants washing into the lake. Fix leaks quickly. Use quick dry materials to clean up oil spills.
- ◆ Use a commercial car wash that treats or recycles its wastewater, or wash your car on your yard so the water infiltrates into the ground.



Love Our Lakes More Than Your Lawn!

- Minimize the use of water, fertilizers and pesticides on your lawn.
- Use drought-, pest- and disease-resistant Florida plants when landscaping your home or business.
- Plant vegetative buffers on slopes and at your shoreline, these help reduce erosion and provide habitat.
- Keep native aquatic plants on your shoreline.
- Refrain from blowing grass clippings & leaves into the lake; these add nutrients to the water causing algal blooms.
- Compost or mulch yard waste. Don't leave it in the street or sweep it into storm drains or streams. Keep curbs and storm drains clear of debris.

For more information contact:

**City of Mascotte
352-557-8888**



Important Notice for Residents: Checking Your Irrigation Settings

As you prepare to connect your water service, we would like to remind you of the importance of *checking and resetting your irrigation system settings*. Often, the default settings from builders are configured to *run for extended periods*, which can lead to *excessive water usage and higher utility bills*.

To ensure efficient water use, we suggest the following:

- **Set a single start time** for your irrigation system.
- **Limit watering to 10-15 minutes per zone** to meet your yard needs.
- **Ensure that the weather sensor is active** to prevent unnecessary watering during wet conditions. When it detects certain amount of rainfall, it prevents the system from turning on, ensuring that your yard receives adequate water without overwatering.
- **Check settings after a power outage.** If you experience a power outage, please verify your irrigation system settings to ensure they do not revert to the builder's default settings. This will help you avoid a high-water bill due to excessive watering.
- **Avoid setting multiple start times for your irrigation system.** You can reset your time settings to ensure high consumption is avoided

By adhering to these recommendations, you can conserve water, reduce costs, and contribute to our community's sustainability efforts



These are only suggestions made by the City of Mascotte. Please keep in mind that all water usage is charged, and the City of Mascotte does not make any exceptions or provide credits on accounts for high water usage. Control panels are usually located on the side of your home. If you have any questions about irrigation settings or systems, please contact your builder or the irrigation brand for assistance. Our City Hall number is 352-557-8888.

<https://youtu.be/2hNHnZL3dZc?si=yo1u1-SSptBVXlOW>

https://youtu.be/FtJiSVX_CxE?si=vvFmFZSfi-Wpqmkq (Spanish)

<https://youtu.be/lxmkho9JXOU?si=n11fKvmWjPC2l7mi> (English)