



THE CITY OF DAYTONA BEACH

CUSTOMER SERVICE 386-671-8100
301 South Ridgewood Avenue, Room 176
Business Hours are 8:00 a.m. to 4:30 p.m.
Monday through Friday

Should you not receive your utility bill during your normal billing time, please contact Customer Service for proper billing information. The failure of the customer to receive a utility bill does not remove the obligation of timely payment nor the penalties for nonpayment.

Methods of payment include the following:

- * **In person** at 301 S. Ridgewood Ave. between the hours of 8:00AM and 4:30PM.
- * **Online:** <https://cc.codb.us/>
- * **By telephone:** 386-671-8100
- * **Automatic Funds Transfer** – The amount of your monthly bill will be automatically withdrawn from your bank account 10 days after the billing date.
- * **Night Depository:** Night depository at City Hall (South Palmetto side) is available for after hours payments. Payments received after 8:00AM will be applied to your account the next business day.

Payments returned to the City dishonored by a bank will be assessed a fee as established by Florida Statutes Chapter 96-239 effective October 1996.

A 10% Late Charge will be added to your current bill if your payment is not received within 20 days after the billing date (postmark unacceptable).

Utility services will be discontinued if your bill is unpaid 30 days after the billing date. Bills unpaid by the 32nd day will be assessed a service charge \$25.00 to continue or restore service.

How to read your water meter for tracking water usage or possible loss of water:

- A) Read 6 digits from left to right (including zero)
- B) Write this number down.
- C) Subtract the last reading (taken from your bill). This is the amount of water used since your last bill.
- D) If the dial or display is moving, this indicates water going through your lines. This may possibly be a faucet open or toilet running.

REQUEST FOR MAILING ADDRESS CHANGE

SEND BILL/REFUND IN CARE OF (IF OTHER THAN ACCOUNT HOLDER)

ADDRESS STREET NAME APT OR UNIT NUMBER

CITY STATE ZIP

COUNTRY (IF OTHER THAN USA)

EMAIL ADDRESS PHONE NUMBER

ACCOUNT HOLDER'S SIGNATURE DATE