



Municipal Services Statement

Rate and Fee Information

Effective Date: Oct 1, 2025

Municipal Services Statement

New Accounts

All new municipal service accounts will receive their first full bill after the regularly scheduled meter reading is completed. All accounts are billed monthly.

Forced Collection Charge

A forced collection charge shall be assessed to all customers who pay past due charges after the account is scheduled to be cut for non-payment. The charge shall be equal to the reconnection fee for the type of service rendered.

Dishonored Payments

In accordance with Florida Statute 68.065: Action to Collect Worthless Payment Instruments, Attorney Fees, and Collection Costs.

1. \$25 Fee – For dishonored payments whose value does not exceed \$50.
2. \$30 Fee – For dishonored payments valued between \$50.01 and \$299.99.
3. \$40 Fee – For dishonored payments valued between \$300 and \$799.99.
4. 5% Fee – For dishonored payments valued at \$800 or more.

Electric Service

Utility Tax/Surcharge – Applies to all classifications listed	10%
<i>Residential Service</i>	
Service Charge	\$20.00
Energy Charge per kWh (plus or minus PCA*)	\$0.10126
<i>General Service/Non-Demand</i>	
Service Charge	\$23.00
Energy Charge per kWh (plus or minus PCA*)	\$0.10310
<i>General Service / Demand</i>	
Less than 150 kVa	
Service Charge	\$57.00
Demand Charge per kVa	\$8.50
Energy Charge per kWh (plus or minus PCA*)	\$0.06670
150 – 499 kVa	
Service Charge	\$57.00
Demand Charge per kVa	\$8.80
Energy Charge per kWh (plus or minus PCA*)	\$0.06620

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Electric Service Continued	
<i>General Service / Demand continued.</i>	
Greater than 499 kVa	
Service Charge	\$57.00
Demand Charge per kVa	\$9.50
Energy Charge per kWh (plus or minus PCA*)	\$0.06580
General Service – Low Load Factor (not in excess of 200 kVa)	
Service Charge	\$57.00
Demand Charge per kVa	\$0.00
Energy Charge per kWh (plus or minus PCA*)	\$0.14880
<i>Time of Use</i>	
Residential Time of Use	
Customer Charge	\$20.00
On-Peak Energy Charge	\$0.15194
Off-Peak Energy Charge	\$0.05926
General Services Time of Use	
Customer Charge	\$23.00
On-Peak Energy Charge	\$0.15411
Off-Peak Energy Charge	\$0.06077
Large Power < 150 kVA Time of Use	
Customer Charge	\$57.00
On-Peak Demand Charge	\$10.24
Off-Peak Demand Charge	\$2.32
On-Peak Energy Charge	\$0.05364
Off-Peak Energy Charge	\$0.05364
Large Power 150 - 499 kVA Time of Use	
Customer Charge	\$57.00
On-Peak Demand Charge	\$11.37
Off-Peak Demand Charge	\$2.18
On-Peak Energy Charge	\$0.05420
Off-Peak Energy Charge	\$0.05420
Large Power > 499 kVA Time of Use	
Customer Charge	\$57.00
On-Peak Demand Charge	\$13.31
Off-Peak Demand Charge	\$2.38
On-Peak Energy Charge	\$0.05410
Off-Peak Energy Charge	\$0.05410

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Electric Service Continued	
<i>*PCA -Power Cost Adjustment</i>	
The Power Cost Adjustment (PCA) is the fuel component portion of the total energy charge. The PCA is determined by the price of natural gas and other sources to generate electricity, so the PCA fluctuates in relation to the price of fuel and is adjusted periodically.	

Other Charges	
New Customer Service Charge	\$57.00
Transfer of Service Charge	\$34.00
Residential Delinquent Account Reconnect Charge:	
Daytime	\$28.00
After Hours and Weekends	\$85.00
Same-Day Electric Connection	\$68.00
Additional Administrative and lien fees apply to uncollected debt.	
Private or Yard Lighting information is available upon request.	

Internet and Fiber Services		
<i>Commercial Shared Internet</i>		
Silver Package	Download and Upload speeds up to 100 Mbps	\$105.00
Gold Package	Download and Upload speeds up to 150 Mbps	\$145.00
Platinum Package	Download and Upload speeds up to 200 Mbps	\$165.00
Titanium Package	Download and Upload speeds up to 250 Mbps	\$255.00
Please contact us at 352-401-6900 for pricing and availability of:		
Residential Shared Internet		
Co-Location Internet		
Commercial Internet 10 Mbps – 1 Gig		
Committed Bandwidth 10 Meg – 1 Gig		
Metro E Connections		
Dark Fiber		
Co-Location Rack Space		

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Water			
<i>Water Meter Installation Charges</i>			
Meter Size	City Install Rates	Developer Install Rates	Service Charge
5/8"	\$4,440.00	\$315.00	\$40.00
1"	\$4,510.00	\$400.00	\$40.00
1 1/2"	\$7,990.00	\$805.00	\$40.00
2"	\$8,165.00	\$950.00	\$40.00
3" and UP	Actual Cost plus overhead		
Hydrant Meter Service	Meter Size		Deposit
	5/8"		Actual cost of meter plus \$1,000.00
	3"		Actual cost of meter plus \$1,000.00
<p>5/8" -meter base is \$125.00 per month plus commercial/industrial non-irrigation consumption rate.</p> <p>3"-meter base rate is 175.00 per month, plus commercial/industrial non-irrigation consumption rate.</p>			
<i>Residential and Commercial</i>			
Base Rates:			
5/8" Meter			\$15.29
1" Meter			\$47.66
1 - 1/2" Meter			\$86.66
2" Meter			\$194.09
3" Meter			\$365.87
4" Meter			\$441.39
6" Meter			\$679.04
8" Meter			\$994.78
10" Meter			\$1,428.00
12" Meter			\$2,639.82

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Water continued	
<i>Residential and Commercial Irrigation</i>	
Consumption Rates:	Per 100 cu. ft.
0 - 1,400 cu. ft.	\$1.19
1,401 - 2,000 cu. ft.	\$1.88
2,001 - 5,000 cu. ft.	\$3.02
5,001 - 10,000 cu. ft.	\$6.06
10,001 cu. ft. and above	\$12.04
<i>Commercial/Industrial Non-Irrigation</i>	
Charge per 100 cu. ft	\$1.50
<i>Commercial/Residential Master Meter</i>	
Base rate per Master Meter:	\$13.76
Water Availability	\$15.29
Water Meter Test Fee	Actual Cost
Outside of Ocala city limits surcharge	25%
<i>Other Charges</i>	
Water Disconnect/Reconnect for Non-Payment	
Disconnect/Reconnect During Business Hours	\$65.00
Reconnection After Hours (After 3:00 pm)	\$160.00
Customer Requested Maintenance Disconnect/Reconnect Per Trip	
Disconnect/Reconnect During Business Hours	\$65.00
Disconnect/Reconnect After Hours (After 3:00 PM)	\$160.00
Customer Requested Site Visit (Not Otherwise Specified)	
During Business Hours	\$65.00
After Hours (After 3:00 PM)	\$160.00
Water Meter and/or Valve Tampering Fee (Each Trip)	Actual Cost plus \$500.00
Water Meter Manual Re-Read per Trip	\$45.00
Reclaimed Water	
<i>Residential and Commercial</i>	
Base Rate	\$7.65
Consumption Rates:	Per 100 cu. ft.
0 - 2,500 cu. ft.	\$0.60
2,501 cu. ft. and above	\$0.94
Large Volume Users (3-inch meter or greater): Per 100CF	\$0.49

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Wastewater

Residential

Residential Base Rate	\$37.09
Special Sewer (single-house sewer connection, no water)	\$62.50
Residential Consumption Rate per 100 cu. Ft. (Up to a maximum usage of 1,300 cu. ft.)	\$3.60

Commercial

Commercial Base Rates:	
5/8" Meter	\$53.57
1" Meter	\$190.74
1- 1/2" Meter	\$301.56
2" Meter	\$612.24
3" Meter	\$909.05
4" Meter	\$1,972.01
6" Meter	\$2,553.40
8" Meter	\$4,786.19
10" Meter	\$6,873.45
12" Meter	\$12,838.92
Commercial Consumption Rate per 100 cu. Ft.	\$3.60
Flat Rate Sewer Charge	\$62.50
Sewer Availability – Commercial and Residential	\$37.09
Outside of Ocala city limits surcharge	25%

Industrial Wastewater Services

Permit Application Fee	
Discharge Customers	\$720.00
Non-Discharge Customers	\$250.00
Annual Program Fee	
Discharge Customers	\$1,995.00
Permit Modification Fee	
Discharge Customers	\$360.00
Non-Discharge Customers	\$125.00
Laboratory Charges	
Industrial Sampling with Excess Strength	\$40.00
FOG Excessive Strength	\$40.00

Stormwater

Residential/Commercial-Public Owner	\$7.65/ERU
<i>Public: Serviced entirely by public stormwater facilities.</i>	
Residential/Commercial-Private Owner	\$6.01/ERU
<i>Private: Privately owned and maintained retention facilities.</i>	
One ERU is based on 1,948 square feet of impervious area.	

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Solid Waste

Residential 352-351-6697	Commercial 352-351-6740
24-Hour Hotline for Information/Holiday Schedule: 352-351-6698	
Holiday schedules are subject to change.	
<p>The City of Ocala Public Works Department's Sanitation Division collects residential garbage, junk/debris, yard waste, and recycling once a week. Special wastes such as tires (limit of 2), bulk junk, yard waste piles, and appliances are collected when placed at curbside on a regular collection day (fee may apply). Construction debris is not permitted. Business dumpsters are serviced as volume dictates. Pickup of isolated yard waste or junk and special wastes (such as pallets and appliances) at businesses must be prearranged by calling 352-351-6697.</p> <p>Residents with disabilities who have limited mobility that prevents them from placing their refuse at the curb should call 352-351-6697 for a medical assistance form.</p>	

Residential Sanitation Services

Curbside Garbage and Loose Yard Waste	\$26.18
Multi-Family Residence	\$18.94
Business Curbside (evaluated by Commercial Sanitation)	\$39.12
One-time Additional Residential Cart Charge	Current contract price/unit
First 5 Pallets	No-Charge
Over 5 Pallets	\$3.00 Each

Special Services: Residential

Per Service

Bulk Collection Labor/Overhead*	\$8.25/qtr. Hour
Bulk Collection Disposal* (in excess of 4'x5'x6')	\$33.00/5 cu. Yds.
White Good Collection & Disposal	\$12.50 per appliance
Waste tire accumulations (in excess of 5 Cu. Yds)	\$30.00 plus disposal cost
Roll Off Compactor - Pull Only	\$195.21/Pull
20 Cubic Yard Roll Off Compactor Pull	\$486.48/Pull
34 Cubic Yard Roll Off Compactor Pull	\$503.00/Pull

**To be charged when necessary to use bulk collection equipment.*

Yard Waste Alerts

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Florida State Statutes provide that yard waste must be separated from all other wastes. Crews will not collect yard waste contained in plastic bags, since it is illegal to dispose of it in that manner. If you choose to contain your yard waste, please use a reusable can, cardboard boxes, or biodegradable paper lawn and leaf bags. Also, ensure that no container weighs more than 50 pounds and that limbs, branches, or other trimmings do not exceed four feet in length. If possible, please keep clean leaves and grass clippings separate from limbs, branches, and trimmings. Keep all debris and piles five feet from trees, mailboxes, utility poles, fences, guy wires, meters, etc., and from under trees and power lines.

Private contractors (landscapers, tree trimmers, lawn maintenance, etc.) are responsible for the removal of all bulky waste they generate.

Commercial Sanitation Services

The monthly charge for business dumpsters is as follows:

CU YD	Extra Dumps	Number of Scheduled Services per week					
		1	2	3	4	5	6
2	\$11.17	\$80.16	\$147.69	\$212.01	\$270.36	\$354.17	\$449.79
4	\$20.08	\$136.75	\$258.30	\$373.99	\$476.93	\$629.49	\$799.46
6	\$28.49	\$189.82	\$362.02	\$526.02	\$675.63	\$891.82	\$1132.61
8	\$35.75	\$235.79	\$451.89	\$657.70	\$844.75	\$1067.03	\$1309.57

Compacted municipal solid waste shall be charged three times the applicable rate shown in the table.

Special Services: Commercial

Minimum Service Fee

Permit to Use a Private Collector	\$20.00/year
Private Collector Permit Application Fee	\$100.00/year
Private Collector Annual Renewal Permit Fee	\$100.00/year
Dumpster with Casters	\$10.00/month
Additional Disposal Fee per Cart	\$19.44/month
Shared Commercial Municipal Solid Waste Container	\$23.39/month
Gate and/or Lock	\$2.35/service
Rerouting or Unscheduled Service	\$20.00/service
Emergency Service	\$30.00/service

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Recycling

The City of Ocala and Waste Pro of Ocala are pleased to provide single-stream curbside recycling to residents. Please refer to the City of Ocala website or contact the Residential Sanitation Division or Waste Pro (352-624-3100) for a list of acceptable recyclables or additional information. Please make sure that cardboard boxes are broken down and placed in your recycling cart. If they are placed on the ground, they are not recycled. Please leave three feet between your recycling cart and garbage cart for easy collection. Carts must be placed out for collection no earlier than 7:00 p.m. the evening before your collection day and be returned to a secure location on your property by 7:00 a.m. the day following your collection day. Carts should not be left out by the roadway.

The City also hosts two household hazardous and electronic waste collection days each year, where these types of waste are collected from residents at no charge to be properly disposed of. We also host two tire amnesty days each year, where up to ten tires can be disposed of at no charge. Please refer to the city website for dates, locations, and more information. (www.recycle.ocalafl.gov).

Contact Information

Citizen Service Center
201 SE 3rd Street - 1st Floor
Ocala, FL 34471-2174
352-629-CITY (2489)

customerservice@ocalafl.gov

Lobby hours are
8:00 a.m. to 5:00 p.m. Monday through Friday
Excluding Holidays

Call Center hours are
7:30 a.m. to 5:30 p.m. Monday through Friday
Excluding Holidays