

Grenelefe Water Utilities, LLC
Customer Policy
Unpaid Invoiced Water & Wastewater Accounts
Padlocked and Padlock Cutoff to resume service

When a customer, tenant or owner of the residence does not pay the water bill by the 30th of the month, we send out a 5-day notice to the email address given on file for the account. Once the 5-day notice business days are up the unit's meter will be shut off and locked. **Only the utility company and its employees are to remove or cut this lock.**

[Chapter 812 Section 14 - 2011 Florida Statutes - The Florida Senate](#)

SECTION 14

Trespass and larceny with relation to utility fixtures; theft of utility services.

If this lock is removed or cut off by the customer and usage begins again without the bill being paid. Customers will be subject to "Statutory Civil Damages, which equal to **three times the amount of services unlawfully obtained or \$3,000, whichever is greater.** The Utility Shall remove the meter altogether and charge \$600.00 water meter installation fee, allowed under FL PSC Tarriiff, plus \$21.00 to remove the meter and \$21.00 to reinstall the meter. The past due bill, cost of the meter installation fee \$600.00 and (2) \$21.00 premise visit charges must be paid in full to reinstall the meter. If the tenant vacates the property without paying to have the meter reinstalled. The owner of the property will then be responsible for paying the allowed \$600.00 meter installation fee and \$21.00 to reinstall it, if they wish to begin water service at their unit.