



F.A.Q.



City of Key West Sewer Utility Bills to be Included on Customer's FKAA Bill as of October 1, 2012

- Why is the City moving the sewer portion of its utility bill to FKAA?

In order to increase the convenience for the customers, we are combining the sewer and water bills together into one bill that will be sent by the Florida Keys Aqueduct Authority (FKAA). All customers currently receiving a water bill from FKAA will see their sewer charges from the City included as of October 1. Customers will also be able to use the FKAA's ebill, Autopay and online payment options for both charges.

- What if the current rental tenant pays the water bill, but the landlord pays the sewer?

Starting 10/01/12, the rental tenant's water bill will include both sewer and water charges. Tenants and landlords will need to work together to determine how this change will affect their rental agreement.

- What if the current landlord pays the water bill, but the rental tenant pays the sewer?

In this case, starting 10/01/12 the landlord's water bill will include both City sewer and FKAA water charges. Tenants and landlords will need to work together to determine how this change will affect their rental agreement.

- How will this affect City of Key West sewer accounts using a deduct meter?

Starting 10/01/12, City deduct meters will not be used in calculations for sewer billing. Customers wishing to separately meter non-sewer water use will need to contact FCAA to install an irrigation meter. Incidentally, our research has found that 47.2% of businesses and 21.3 % of residents participating in the City's current deduct meter program are actually not saving money.

- How much does a new FCAA irrigation meter cost and how do I get it installed?

The FCAA irrigation meter installation, including water line tap, meter box installation and the meter, costs approximately \$885-\$1,000 for a standard 5/8" meter..

Contact the Florida Keys Aqueduct Authority for specific information about your installation and to schedule to have an FCAA irrigation meter installed. They can be reached at 305-296-2454.

- What will happen with the City's stormwater and garbage bill?

For now, City of Key West stormwater and garbage will still be a separate bill sent from the City of Key West Utilities. Beginning in 2014, these charges will be moved to the tax roll on the property similar to what is done in unincorporated Monroe County.

- What about past due balances and delinquent sewer bills?

Any accounts with an outstanding balance as of 10/01/12 will need to be promptly paid and brought current with the City of Key West to avoid liens on the property or other collection measures. Any accounts becoming delinquent after 10/01/12 will be handled by FCAA.

- Who do I call if I have questions about my combined FCAA water/sewer bill?

If you have a question about the amount of your bill or any general billing questions you can contact the Florida Keys Aqueduct Authority. If you have any questions about balances, account information, or delinquent accounts prior to 10/01/12, please contact the City of Key West Customer Service Dept. at 305-809-3860 or 305-809-3861.